



Job Title: Concierge

Location: Susan Bailis Assisted Living - Boston, MA 02115

Hours: Full Time Sunday - Thursday 2p-10p

Job Summary:

The perfect candidates will be responsible for operating telephone/communication center and serving as the information/referral center for all residents, staff, and departments and must be able to work independently as well as with a team. This position is also responsible for assessing all visitors, and employees. This position mainly provides services and support to staff in a manner that meets or exceeds community expectations. Free parking in our heated garage!

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Answers incoming telephone calls in a cheerful and marketing oriented way, determines purpose of callers, and forwards calls to appropriate personnel or department.
- Dress professional/business casual.
- Fills out Sales Inquiry cards for Community Relations Director.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- Deliver packages that are delivered to community for residents.
- Answers general questions about the community and provides callers with address, directions, and other information and refers other specific questions to appropriate staff.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Coordinates guestroom reservations.
- Receives, sorts, and routes mail, and maintains and routes publications.
- Maintains copy and fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary.
- Performs other clerical duties as needed, such as filing, photocopying, and collating.
- Maintains emergency binders.
- Coordinates all Move in door cards, packets and updates resident listing with phone number and name.
- Makes sales packets for sales manager when needed
- Puts together all event planning materials for sales manager.
- Collects rent checks from residents and family members and provides needed information to Business Office Manager and Executive Director.
- Collects money for meal tickets, etc.
- Follows all infectious disease protocols mandated by the company and EOE.
- May perform other duties as assigned.

Minimum Qualifications:

- High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience.
- Able to read and comprehend simple instructions, short correspondence, and memos. Able to write simple correspondence. Able to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Able to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Able to deal with problems involving a few concrete variables in standardized situations.
- Able to operate: telephone, emergency call system, monitoring board or beeper, photocopier. Able to work various schedules and shifts as needed.

Required Behavior:

- Arrives to work on time.
- Absence and tardiness is minimal.
- Able to demonstrate a high level of service delivery; does what is necessary. To ensure customer satisfaction; deals with service failures and prioritizes customer needs.
- Able to clearly present information through the spoken word; reads and interprets complex information; talks with residents, family members and customers; listens well.
- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Able to work cooperatively with a group of people to achieve goals and objectives.
- Able to be tactful; maintains confidences, and fosters an ethical work environment; prevents inappropriate behavior by coworkers; gives proper credit to others; handles all situations honestly.
- Able to work various schedules and shifts as needed.
- Able to work various tasks as when asked by your supervisor.
- Able to keep an open mind and change opinions on the basis of new information; performs a variety tasks and changes focus quickly as demands change; manages transitions effectively from task to task; adapts to varying customer needs.

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.
- Physically able to stand for long periods of time.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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