



Job Title: Concierge

Location: Susan Bailis Assisted Living - Boston, MA 02115

Hours: Per Diem - Weekend availability required

Job Summary

Responsible for operating telephone/communication center and serving as the information/referral center for all residents, staff, and departments. Provides services and support to staff in a manner that meets or exceeds community expectations. Free Heated Underground Parking Available!

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.
- Fills out Sales Inquiry cards for Community Relations Director.
- Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- 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.
- 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.
- 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 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.

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