

Residential Concierge Job Description

- Greets and conducts all visitors with courtesy
- Provides 24-hour front desk assistance and concierge services to patients and residents of their respective buildings
- Handles all calls, problem solving, answering the telephone, relaying messages
- Maintains order, cleanliness and cohesiveness of the facility by completing simple tasks as requested by management or supervisor
- Fulfills all administrative responsibilities required of them by management or supervisor such as maintaining files for records, preparing reports and communicating with employees about any problems that may arise in the facility
- Performs menial task of the shift
- Maintains a friendly and professional attitude in all employment situations, including with the public
- Takes messages and provides information
- Maintains confidentiality of any information provided by client and/or other individuals that may be confidential
- Performs assigned tasks by management or supervisor with excellence, integrity and professionalism, as well as maintains confidentiality to the client/resident or other individuals
- Carries out related duties as directed by management or supervisor, including but not limited to: filling out forms, filing reports, bookkeeping, taking dictation, making copies, clerical work etc.