

## Concierge

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Company: Residential

Location: Essex

Category: other-general

### General Purpose of the Role:

To ensure a warm welcome along with a modern, professional and high-quality service to all our tenants.

To help to evolve the services to our residents, meet tenant expectations and at the same time achieve business financial targets.

### Key Responsibilities:

- Ensure that the reception desk is manned at all times,

allowing for reasonable and managed absences to complete concierge duties as required.

- Establish, demonstrate and maintain an exemplary level of building and local knowledge to assist applicants and residents with their enquiries.

- Meet and greet all visitors to the building in a professional and courteous manner and assist third party/management with their showing round prospective residents.

- Answer telephone and respond to enquiries in a prompt, polite and informed manner. Log calls and record any messages.

- Daily walk round inspection of all buildings and grounds. Report any building defects or security issues.

- Maintain a concierge log for excellent and consistent communication.

- Receive, log and keep safe, mail and parcel deliveries for residents.

- Ensure that the CCTV is monitored and that any security risks are identified and minimized.

- Complete training and act as part of the Fire team, and under the direction of the
- Admit and log visitors to the buildings ensuring that all the correct permits are in place.
- Provide a fully responsive concierge service for residents.
- Assist with annual safety inspections
- Issue and monitor keys, cards, and access fobs in line with Standard Operation Procedures.
- Weekly Fire Alarm, Lift Line and other H&S testing
- Report any defects and health and safety issues to the Building Manager.
- Liaising with the managing agent. The agents will ask the concierge team to perform ad-hoc duties, e.g. smoke Alarm tests, meter readings etc.
- Adopt and implement procedures directed by the Building

Manager to ensure that

Please consider that this is not an exhaustive list of responsibilities. Additional duties / responsibilities may be added and required of the applicant to fulfil so that to satisfy the needs of the business.

The above duties represent your daily tasks. The Building Manager will, from time to time, request you to undertake any other reasonable tasks.

This role demands exceptional levels of customer service and interpersonal skills, and applicants must be able to demonstrate previous experience in a similar customer facing or hospitality role

Experience: customer facing /hospitality: 1 years  
(desirable)

**Education:**

Secondary education (Required)

Desirable Skills

Work experience as a Building Concierge, Receptionist or similar role

Interpersonal skills

Problem solving skills

Ability to work under pressure

Organizational skills – and efficient time management

Excellent attention to detail

Customer service attitude

Excellent communication and organizational skills

Pro-activeness

**Benefits:**

Company pension

Flextime

Free parking

On-site parking

**Schedule:**

10-hour shift

12-hour shift

8-hour shift

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