United Kingdom Jobs Expertini®

Concierge

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Company: Residential

Location: Essex

Category: other-general

General Purpose of the Role:

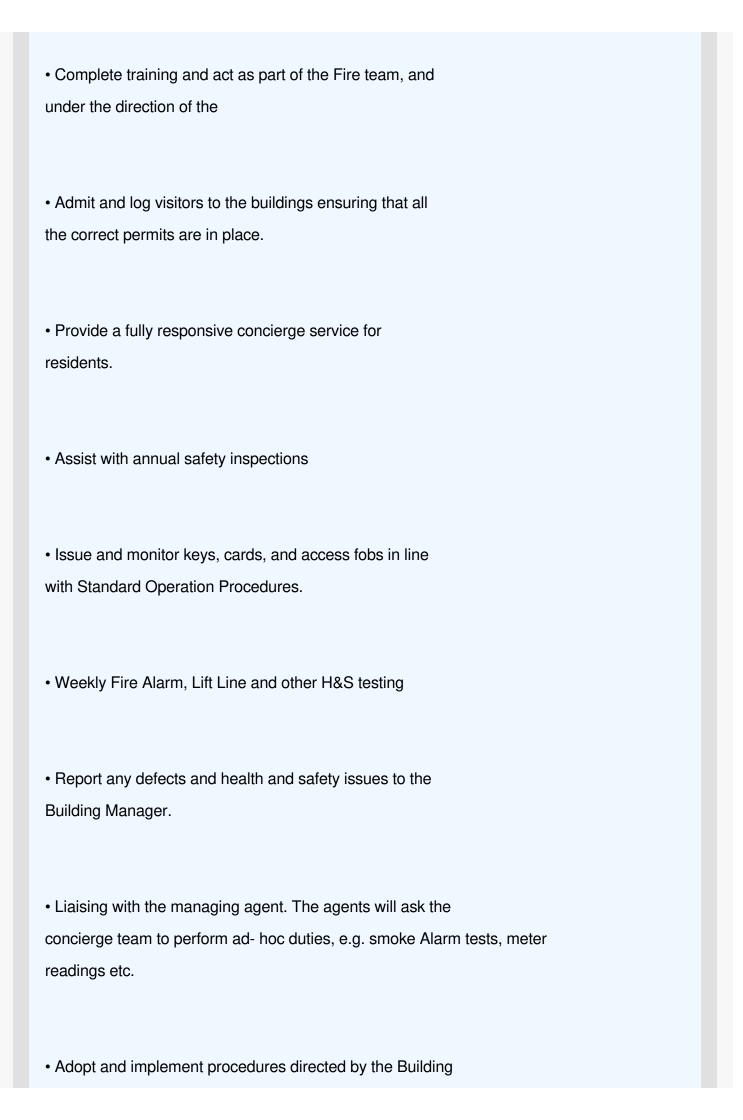
To ensure a warm welcome along with a modern, professional and high-quality service to all our tenants.

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,

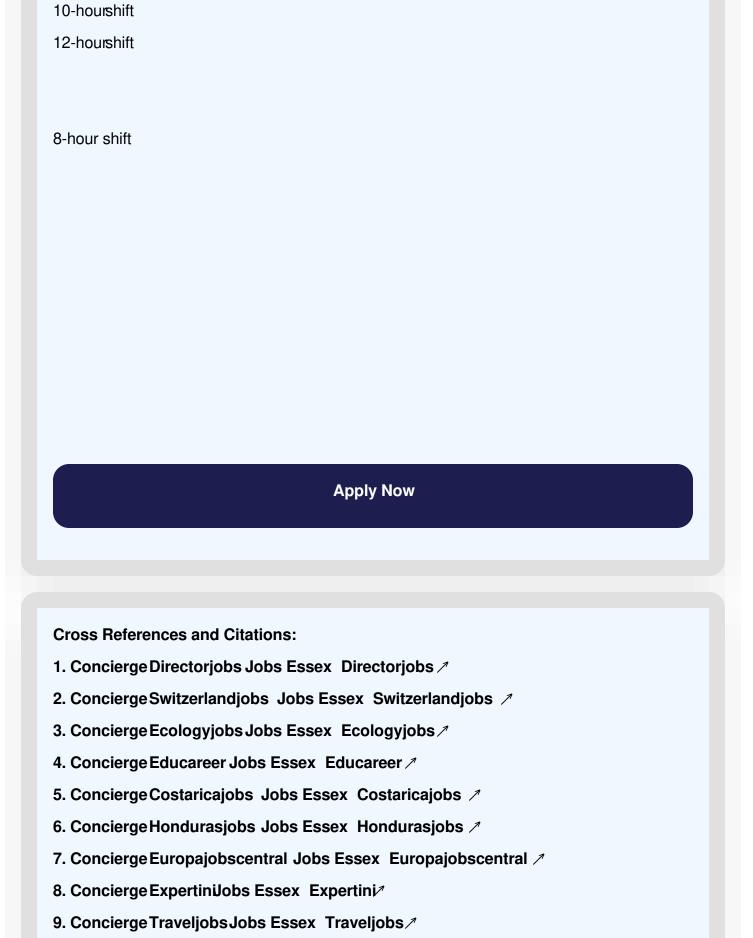
allowing for reasonable and managed absences to complete concierge duties as required.
Establish, demonstrate and maintain an exemplary level of building and local knowledge to assist applicants and residents with their enquiries.
Meet and greet all visitors to the building in a professional and courteous 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.



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
Organizationalskills – and efficient time management
Excellent attention to detail

Customer service attitude
Excellent communication and organizational skills
Pro-activeness
Benefits:
Deficits.
Company pension
Flextime
Free parking
On-site parking
On-site parking
Oalaadadaa
Schedule:



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