

Job Title: Concierge
FLSA Status: Part time – Nonexempt Full time – Exempt

Nature of Work:

The Concierge, under the direction of the Property Manager, is responsible for the overall and day-to-day of the residential rental community. The Concierge's most important responsibilities are to insure a safe and aesthetically pleasing environment for residents, while maintaining tenant satisfaction.

Duties/Responsibilities

- Upholding and enforcing, company policies, procedures and standards with residents and their guests.
- Ensure that access to the community is effectively monitored and facilitated while on duty.
- Interacting with residents, including greeting them and providing assistance when needed
- To assist residents with any questions they might have regarding the community or City of Grand Rapids
- Provide residents with a list of services that can be utilized while living at the community and additional services that they can take advantage of locally
- To ensure that all package deliveries are signed for and kept in the hold room until collected by the resident.
- To notify residents when they receive dry cleaning or packages via email
- Enter any work orders requested by residents within the same day of receiving work order
- Provide critical feedback from residents or guests to management within the same shift via email
- To walk the amenity floor every 2 hours to ensure that the spaces are being maintained and completing a log on a daily basis.
- Issue parking notices to all vehicles that are illegally parked in the community
- Monitor the entire community for security risks, this will include using the Paxton camera system and walking the grounds
- Ensure that entrance and the lobby are clean at all times of being on duty, light cleaning will be required throughout the shift.
- Ensure that all light bulbs are replaced in the lobby and elevator area.
- Ensure that curb appeal is being maintained per company standard. Sweeping and picking up debris on the street will be required on a daily basis.
- Carry out swimming pool water sampling every three hours while on duty and maintaining the specified chemical balance advised by management.
- Work alongside management, to assist with the implementation of and supporting resident functions/events
- Participate in management meetings when necessary
- Assist management with passing out notices

Education and Experience:

- High school diploma or equivalent.
- At least 3 years successful work experience in a residential property.
- Previous experience with property management software (desirable).
- Knowledge of Fair Housing, or the ability to learn all aspects of Fair Housing in a short period of time.
- Light maintenance experience (desirable).

Behavioral Skills and Abilities :

- Function effectively in a customer driven environment
- Drive with a passion to do what it takes to succeed
- Thrive under pressure in a fast paced environment

Updated and Approved April __, 201__

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Additional duties may be assigned by Management

- Show compassion yet maintain control of situations at all times including confrontational situations
- Self-directed with the ability to successfully solve problems independently
- Seek cost effective solutions, be resourceful and able to assist in justifying budgetary decisions
- Operate the Property like your own business
- Able to give and receive constructive criticism and team based solutions
- Good oral and written communication skills
- Adaptable and embrace change

Technical Skills:

- Ability to utilize internet and email
- Intermediate level computer skills
- Ability to read and interpret documents
- Knowledge of basic office equipment such as scanners, multi-line phones, smart phones/cell phones, cameras & tablets
- Ability to make good judgments and quick decisions both mechanically and based on the property's best interest
- Pleasant phone manner

Physical Requirement/Working Conditions:

- Bending, stooping, turning, twisting, kneeling, pushing, pulling
- Standing for long periods
- Walking long distances without rest
- Frequent exposure to inclement weather, including extreme cold, heat & humidity
- Frequent exposure to dust, paint and other chemical fumes
- Climbing and descending stairs
- Lifting over 50 pounds
- Fast-paced environment subject to multiple interruptions, changes in workload, competing priorities, varied and/or extended hours, and deadline situations. Exposed to and expected to respectfully interact with a variety of attitudes and personalities including residents, co-workers, outside vendors and management

Work Schedule:

- Normal office hours are Monday – Friday, 9:00AM - 6:00PM, hours may vary by property
- Participate in emergency stand-by schedules for evening, weekend and holiday coverage
- Lunch periods are not guaranteed and are taken based on the needs of the property
- On call 24/7 as needed to respond to emergencies at any company property

Reporting Sequence:

- Reports directly to the Property Manager.
- Takes direction from the Management team and other Property Managers.

A material condition of your employment as a Brookstone Realty Management employee is your consent and agreement to use your best efforts to provide for the security and confidentiality of the company's resources at all times. Further, your acceptance of employment indicates that you understand and accept all requirements in the above job description. Brookstone Realty Management is an At-Will employer. Regardless of any provision in the Brookstone Realty Management Employee Handbook, either you or Brookstone Realty Management may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in the Employee Handbook or in any document or statement, written or oral, shall limit the right to terminate employment at-will. No officer, employee or representative of the company is authorized to enter into an agreement-express or implied-with any employee for employment for a specified period of time unless such an agreement is in a written contract signed by a Company Owner.

Employee Printed Name

Employee Signature

Date

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