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| **Job Title:** | **Concierge** |
| **Reports To:** | **General Manager** |

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| **Job Summary:** | To create a positive and long lasting first impression of Avery Healthcare while answering incoming calls and greeting visitors as well as providing high quality service to residents.  |

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| **Role Responsibilities:** |
| * Greeting and directing all visitors and making them feel welcome.
* Operating the switchboard; handling both external calls and internal calls from the residents, taking and passing on messages.
* Monitoring the Bistro area for refreshments, music, and cleanliness.
* Handling resident requests and queries efficiently and effectively.
* Completing administrative duties and tasks that support the Director of Community Relations in the marketing and sales efforts within the community, and for administrative duties that support the General Manager in assuring that the community runs smoothly and efficiently.
* Organise and prepare resident mail for distribution
* Sort and distribute resident and community newspapers
* Handle appointments for residents and family members (hairdresser, chiropody etc.)
* Make and log transportation arrangements for residents
* Send get well cards to residents in hospital and sympathy cards to families and/or responsible parties as needed
* Order guest meal for resident and family for day of move-in
* Make brochures as needed
* Handle inquiry calls as necessary
* Other sales and marketing duties as assigned
* Keep the *Residents Phone list* and *Move-In And Move-Out Register* up to date
* Write out meal tickets for team members and family members
* Tally meal count sheets for the Dining Services Coordinator
* Organise and distribute mail to General Manager and department heads
* Record special charges for monthly billing information
* Frank and mail out correspondence
* Other administrative duties as assigned
* Receive and send any packages for General Manager, Director of Community Relations and any department head

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Experience handling telephones and/or in a customer service position | E | CV/Interview |
| Must be able to handle multiple priorities | E | CV/Interview |
| Ability to make responsible choices and decisions | **E** | CV/Interview |
| **Knowledge/Skills & Abilities** |  |  |
| Must be able to work flexible hours as needed | D | CV/Interview |
| Good organisational skills | E | CV/Interview |
| Ability to react calmly in emergency situations and be considerate | E | CV/Interview |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |