

Position: FT Concierge Manager

Compensation: DOE plus bonus

Schedule: Sun-Thursdays

The Concierge personnel represent the first impression of Chateau Retirement Communities both in person and over the telephone. The timely anticipation and execution of resident/guest needs and requests is paramount. The Concierge Manager is instrumental in creating an environment and executing service that is second to none by seeking opportunities to create memories by anticipating needs, exceeding expectations and building relationships. The Concierge Manager leads by example, consistently conveying a positive can-do attitude and pride in all work. Directly responsible for all concierge personnel.

Knowledge, Skills and Abilities

- * High school Diploma, college degree preferred
- * Post-secondary training in tourism or hospitality management preferred
- * 2 years experience in the field of Guest Relations, Hospitality and/or Customer Service
- * Excellent communication skills
- * Excellent customer service skills
- * Strong knowledge of local community, area and region
- * Good problem solving, organizational and time management skills
- * Creative, self-motivated, resident-centered
- * Strong team player
- * Knowledge of E-mail, Internet, Microsoft Office Programs
- * Valid CPR and First Aid

Reports to: Executive Director

Hourly/Supervisory/Non-Exempt

Areas of Responsibility

- * Community Relations
- * Concierge staffing and management
- * Responsible for all communication coming in or out of the concierge desk
- * Approaches all incoming and outgoing residents, guests and fellow employees in a gracious, attentive and service-oriented manner
- * Understands customer needs and connects them to the right person at the right time
- * Provides every resident, guest and employee with a superior customer experience
- * Communicates resident and guest comments and concerns to management promptly
- * In-house - provides information and takes reservations for community activities, facilities and services, events and attractions, and CRC provided transportation
- * Reviews all appropriate communications, calendars, menus, etc. in order to answer questions intelligently and to help direct residents, guests and employees
- * Receives, records and ensures delivery or safe keeping of all incoming packages and mail

* Coordinate with other departments: culinary, housekeeping and maintenance to schedule and arrange concierge services.

Basic Administration

- * Answers and processes all incoming telephone calls
- * Sorts and distributes incoming mail, sends and distributes outgoing mail, newspapers and faxes
- * Ensure the front desk and front office area(s) are clean and organized at all times
- * Maintains the resident database
- * Keeps all resident records up to date at all times
- * Monitors and ensures cleanliness and general presentation of the entry, lobby(s), and all front office areas, etc.
- * Responsible for accounting and ensuring security and balance of petty cash and VISA sign-out
- * Provides clerical and administrative support to the Life Enrichment Director, Executive Director and other CRC management
- * Responsible for all office supply ordering and maintaining an organized office space
- * Responsible for maintaining master list for resident storage, reserved parking and resident phone lists

Security

- * Responsible to ensure resident security procedures are valid and performed at all times
- * Responsible for resident security check procedure
- * Responsible for pool key and use procedure compliance for resident safety

Concierge Desk Staffing and Management

- * Responsible for training, scheduling, reviewing, supervising and delegating tasks to the concierge staff
- * Available for calls or staffing issues for the concierge staff
- * Ensures all standards, processes and procedures for entire concierge program are performed properly through the concierge staff

Benefits:

Competitive Pay • 90% Employer paid Medical/Dental • Vision • Life Insurance • Employer matching 401k • Paid Holidays • Paid Sick Leave • Paid Vacation Leave • Discounted Employee Meals • Tuition Program • Referral Bonuses • Free Parking • ORCA Card Reimbursement • Movie Tickets for your Birthday • Meal of Fortune program • Bridge Program (HCA to CNA) • Wellness "Bloom" Program • Verizon Cell Phone Corporate Discount • Engagement Award • CNA License Annual Reimbursement.

To find out more about this opportunity, visit our website at www.chateaurretirement.com you may also stop by our community to complete an application to see for yourself all of the warmth Chateau has to offer.

Chateau Retirement Communities is an equal opportunity employer.