

ROLE DESCRIPTION

Cielo Concierge

Job Summary

The concierge plays a highly visible role in the day-to-day life of Cielo and its residents. In addition to providing services for residents of the building, the concierge makes the first and last impression when visitors come to Cielo. The concierge is an important element of Cielo's building security through his/her presence in the lobby area and also through security monitoring activities.

It is therefore important that the concierge maintain the highest standards of professionalism in the job. The Cielo concierge must have a pleasant and welcoming appearance, good grooming habits, and absolute integrity. The concierge must be a good team player and coordinate the work of other contract staff working in the Cielo building.

Other important qualities include discretion - and some of their major attributes are diplomacy, patience, good people skills and a "computer brain" for remembering names and faces. The concierge job also requires initiative and the ability to problem-solve and keep cool under pressure.

Reporting Relationship:

The concierge reports to the property manager and takes direction from the property manager on the implementation of decisions and policies approved by the strata council. The concierge is responsible for managing the work and ensuring quality control of the work performed by weekend concierge staff, security staff and contract cleaning staff. This includes, establishing work schedules, assigning work tasks and reviewing work performance.

Scope of Authority:

The concierge must abide by all bylaws and rules of the strata corporation and ensure that all fees are collected, secured and returned as required.

The concierge may refer a resident or guest to a bylaw or rule of the strata corporation. However, the concierge may initiate steps to enforce a bylaw or rule. If the concierge observes an infraction of the bylaws or rules, he/she is required to immediately report that infraction to the property manager, with details as to time, place and particulars of the infraction.

With the permission the property manager or members of the Strata Council, the concierge may request that a vehicle be towed from the strata corporation's visitor parking lot and resident parking lots.

Accountability:

The concierge is accountable to the strata corporation through the property manager for:

- Overseeing the provision of concierge and security services;
- Safeguarding the property of the strata corporation and the individual strata lot owners;
- Dealing with emergencies, critical incidents and operational issues or maintenance problems in a prompt and conscientious manner;
- Recording activities in the concierge log book;
- Informing the property manager of matters that require the attention of the strata council;
- Advising neighbours in the complex of any matters that may require their attention;
- Notifying the police of any suspected criminal activity on or in relation to the property

Communication and Reporting:

The concierge must:

- At the beginning of each shift, review the report from evening security staff and follow up on any issues directly or with the Property Manager.
- Maintain a complete, accurate and ongoing record of incidents, issues or events in the concierge log;
- Brief the security staff at the beginning of their shift on issues/incidents that occurred during the day; meet with or provide information to the property manager as requested;
- Provide regular reports to the strata council on the operation of the concierge service and other matters requiring strata council decisions;
- Ensure residents are informed immediately of events affecting them via notice (i.e. elevator service problems, move in dates and times, maintenance or cleaning that will impact use of facilities (ie. Hot tub, steam room gym, parking garage cleaning))

Specific Duties

Resident Services

- Maintain cordial and respectful relations with all residents and their guests;
- Open the door and greet residents
- Assist visitors to the building by helping identify their party on the enterphone
- Provide residents and visitors with information about the building
- Call for taxis as requested by residents
- Hold courier pick-ups and accepting courier deliveries on behalf of residents
- Assist with deliveries for residents and ensure that oversized deliveries take place using the service corridor and elevator
- Deliver strata corporation notices to individual strata lots;
- Prevent solicitors from entering the building and ensuring that real estate agents abide by the strata rules
- Arrange bookings and maintain booking records for the Meeting Room;
- Collect fees and place fees or deposits in secure location;
- Carry out any inspections required under the strata council rules and return deposits where no damage has occurred;
- Report damage in the concierge log immediately;
- Monitor the use of the visitors' parking area and ensure that visitor passes are displayed;
- Schedule moves, advise property manager of moves and requirement to levy move in/out fees
- Arrange for foyer mats and elevator pads for moves in or out
- Provide moving in/out guidelines to residents and ensure they understand move/in out procedures
- If authorized by a strata lot owner, provide access to a strata lot for trades and service personnel, ensuring that the strata lot is locked and secure after the work is completed;
- Report incidents with respect to residents or guests in the concierge log
- Document concerns or complaints from residents
- Follow up on concerns or complaints with the property manager
- Ensure that each concern or complaint has been satisfactorily dealt with
- Answer residents' questions concerning strata by-laws and rules
- Refer any rule/by law infraction incident to the property manager

Building services and security:

- Monitor security throughout the building by watching the surveillance cameras, observing movements into and out of the building and checking secure entry and exit points;
- Coordinating on-site emergency response activities (fire alarm, fob/enterphone malfunction, elevator service issue etc.)

- Be present at the front desk except when an absence is authorized for a patrol, a delivery or a short break not to exceed fifteen minutes;
- Lock the front office door whenever absent from the front desk;
- Monitor the secure lock-up for all keys and fobs, recording the number and type of keys issued and the date or time for their return;
- Prepare an immediate report for the property manager when any keys or fobs are lost, stolen or missing;
- Conduct random patrols throughout the building (three patrols during the afternoon shift)
- Record the date and time of patrols with explanatory notes as required in the concierge log;
- Record unusual incidents, issues or events in the concierge log;
- Report suspected criminal activity to the Vancouver Police Department immediately and record the police file number in the concierge log;
- Monitor cleaning services and inform maintenance staff of issues requiring attention;
- Record maintenance issues, complaints or observed deficiencies in the concierge log;
- Ensuring that the elevator cabs, elevator lobby and general lobby are in spotless condition by performing minor cleaning tasks as required throughout the day.
- Meeting trades people at the door and paging the building maintenance manager when trades people arrive for scheduled work
- Coordinating the schedule of routine in-suite maintenance (filter/furnace work, fire safety inspection etc.)

Role Suitability Requirements

- Exceptional communication, customer service and people skills
- Outgoing, friendly personality
- Good organizational skills, follow-up and follow through
- Ability to handle multiple tasks at one time
- Self-motivated; can work independently

Professional Expectations:

- Carry out the concierge duties in an organized, efficient and timely manner;
- Maintain a professional demeanor and appearance at all times;
- Exercise discretion and respect the privacy of each individual concierge, resident or guest;
- Refrain from making comments or judgments about individual concierge staff, residents or guests;
- Refrain from participating in any social activities with residents or guests unless sanctioned by the strata corporation;
- Refrain from smoking in any area within the building

Performance Reviews:

The resident concierge will be required to participate in a performance review three months after the commencement of employment and annually thereafter. The property manager and members of the strata council will carry out the performance review.

The resident concierge will have an opportunity during the performance review to discuss any performance issues or areas where improvements are expected.