



Blake Management Group
Concierge/Reception Representative Job Description

Purpose:

The Concierge Reception Representative monitors the front entrance; greets and assists residents and guests; answers phones; assist with tours; and completes general administrative tasks which support the front office and all departments.

Scope & Status: Non-Exempt/Hourly

This position reports directly to the Administrator.

Relationships:

- a. Interacts with sales representatives, families, residents, employees and prospects. May act as the first point of contact for prospects and guests.
- b. Coordinates administrative functions with department directors.
- c. Assists Marketing Director in documenting inquiries and giving tours.

Qualifications:

To perform this job successfully, an individual must be able to perform and complete each essential duty satisfactorily, have excellent oral and written communication and language skills to enable them to perform their duties and interact effectively with residents and community personnel. HS Diploma or GED. Valid driver's license with a safe driving history. Maintains a genuine interest in working with the senior population. Computer experience preferred.

Areas of Responsibility:

- a. Greets and assists residents, family members, guests, vendors and prospects as they enter.
- b. Answers telephone, including transferring, taking messages, utilizing on-hold function and paging. Adheres to the community phone etiquette policy.
- c. Assists with resident care and hospitality services as needed and/or directed by Administrator or Manager-On-Duty.
- d. Assist residents and family members during the admission process.
- e. Provides tours to prospects and assists with marketing efforts as directed by the Administrator.
- f. Delivers and distributes mail to residents and department directors.
- g. Assists in the dining room and during special events as requested by the Administrator.
- h. Utilizes the passenger vehicle to transport and assist residents with community appointments and activities.
- i. Assists with activities as directed by the Administrator.
- j. Maintains company dress code, wears identification badge and promotes a positive and professional image.
- k. Supports the office manager by assisting with general administrative functions, such as filing.
- l. Performs all other duties which support the programs and services of The Blake.
- m. Adheres and supports the policies and procedures of Blake Management.
- n. Ensures Lobby is clean, appealing and in good order. Reports maintenance issues to the Administrator.