



## Casey's Pond

### Concierge

#### **General Statement of Duties:**

Responsible for greeting residents, guests, and vendors by phone or in person at the main entrance of the community; responding to personal needs including incoming/outgoing mail, transportation requests, and questions about the local area; and functioning as a concierge to facilitate any/all services that contribute to an excellent customer service experience at Casey's Pond. Non-exempt.

#### **Supervision Received:**

Life Enrichment Director

#### **Supervision Exercised:**

None

#### **Essential Functions:**

1. Answer phones and greet all residents and visitors in a courteous, warm and professional manner; log and direct them to the appropriate office or residential room with guest badges for identification.
2. Assist with administrative duties as directed including: typing, filing, mail distribution and collection, work orders, supply orders, printing, copying, scheduling, communication, account postings, etc.
3. Develop and maintain a good working rapport with inter-department personnel to assure that administrative services and activities can be properly maintained to meet the needs of the facility.
4. Assure that the front desk and business office areas are maintained in a clean and safe manner and that necessary equipment and supplies are maintained to perform required duties.
5. Provide information to resident/families as necessary, or refer to appropriate department or agency in accordance with established privacy policies and procedures.
6. Keep abreast of current local events, activities, and businesses and act as a liaison for residents or families engaging with the Steamboat community.
7. Assist in coordinating and planning activities, meetings, transportation, and special events for Casey's Pond and residents of the community; maintain schedules as appropriate.
8. Maintain a current file/listing of residents by name and room number, emergency phone members, staff/department extensions, key personnel, and on-call managers.
9. Respond appropriately to resident emergencies by calling or contacting appropriate internal and external parties, according to established protocol.
10. Take prospective residents and/or their families on tours of the community when marketing and administrative personnel are not available.

11. Assist in developing, implementing and coordinating administrative policies and procedure manuals as requested by management.
12. Promote positive image of community and serve as ambassador of community to visitors.
13. Utilize sound judgment and experience to solve moderately complex problems in adherence with organizational policies.
14. Perform other duties as assigned in line with HIPAA compliance.

**Education:**

High school diploma or equivalent preferred.

**Experience:**

One year experience working with older adults preferred.

**Requirements:**

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000.
2. Annual TB testing and/or screening.

**Skills:**

1. Ability to stand, walk, sit, feel, reach, bend, stoop, crouch, talk, hear, and see.
2. Excellent interpersonal and communication skills for interacting with residents, guests and fellow employees.

**Knowledge:**

1. Experience with PC's and full proficiency with Microsoft Office Software suite.
2. Has a basic knowledge of organization in order to answer basic questions.
3. Must have working knowledge of facility emergency procedures including fire and disaster drills.

**Abilities:**

1. Ability to effectively communicate with proper English grammar and understand and follow written and oral instructions.
2. Ability to read and interpret documents and write/type routine correspondence.
3. Ability to deal tactfully with personnel, residents, family members, visitors, and the general public. Must have patience, tact, cheerful disposition and enthusiasm, as well as be willing to handle residents based on whatever maturity level in which they are currently functioning.
4. Ability to follow facility policies.
5. Ability to maintain resident confidentiality and adhere to HIPAA policies.

**Equipment:**

1. Equipment includes multi-line phone system, fax, copy machine, shredder, postage meter, and computer.

**Working Conditions:**

1. Weekend, evening, or night work as needed to ensure shift coverage.

2. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).
3. Possible exposure to blood-borne pathogens, various drugs, chemical, infectious, communicable diseases or biological hazards.
4. Subject to injury from falls, burns, odors, or cuts from equipment.

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.*

I, \_\_\_\_\_ acknowledge that on this date,  
(Print Name)

**I have received the following job description for my present position.**

**Signature of Employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_