

**CHELSEA SENIOR LIVING
POLICY AND PROCEDURES**

JOB DESCRIPTION

JOB TITLE: CONCIERGE (Full time)

SHIFT: DAYTIME

REPORTS TO: BUSINESS OFFICE MANAGER

GENERAL MISSION OF EACH EMPLOYEE:

Work as a team member with other staff members to consistently maintain a kind, caring and respectful attitude toward residents, residents' families, guests and fellow staff. Be sensitive to the special needs of seniors and demonstrate a genuine caring attitude. Encourage residents' maximum independence, promote residents' freedom of choice and individuality and respect the privacy of all residents.

All shifts and job responsibilities may be subject to flexible schedules to accommodate the needs of the residence on an as-needed basis. This includes the rotational coverage of weekends, holidays and emergencies when the resident care needs dictate staff schedules and duties. Under unusual circumstances employees may be required to directly assist with the provision of care and service to the residents, including, but not limited to, transportation, activities and other non-skilled, non-technical services. All staff members must attend in-service educational sessions and other knowledge, skills and competency developmental opportunities as required.

All staff members are asked to speak only English in all resident and family areas unless interpreting for a resident or family. All staff members will knock first before entering a resident's apartment, unless in an emergency situation. All staff members will consistently apply Universal Precautions and follow all applicable safety standards in the residence.

SUMMARY:

Greets residents, residents' families and general public in a gracious and welcoming manner. Interfaces with all departments to facilitate communication. Oversees office work including distribution of mail, updating of menus, maintenance of beverage and snack buffet and new employee paperwork.

DUTIES AND RESPONSIBILITIES:

- Maintains log of all visitors/guests to the residents.
- Consistently maintains a kind, caring and respectful attitude towards residents, residents' families and guests. Sensitive to the special needs of the seniors and demonstrates a genuine, caring attitude.

- Responsible for hiring, training, supervising and scheduling part-time receptionist. Sets, maintains, communicates and holds staff accountable for a high standard of performance.
- Answers telephone in a courteous and confident manner. Always maintains an assertively friendly positive attitude.
- Notifies appropriate staff when there is a person or person waiting in the lobby to meet with members of the staff.
- Interfaces with all departments to facilitate communication through the use of the telephone, walkie-talkies and other communicative devices.
- Transfers calls to the appropriate party. Takes messages when the desired person is not available. Notifies the individual when he or she is off the phone that there is a message or places the written message in the appropriate box. Responsible for a timely distribution of messages.
- Notifies the dietary department when the Beverage and Snack Buffet needs replenishing. Places soiled dishes and plates in the bottom cabinet as needed.
- Informs nursing when a resident in the lobby area requires attention. Redirects confused residents from the front or side entrance.
- Maintains a list of residents who wish their personal laundry done by housekeeping/laundry staff.
- Compiles a list of people who want papers and what papers they have ordered.
- Maintains a list of residents who wish to use the Beauty Shop.
- Notifies the Food Services Department if a resident is going to have a guest for a meal.
- Notifies the Health Services Director or designee, when an emergency call request registers on the emergency call computer station.
- Notifies the Executive Director or designee and the Building Services Director or designee, if a fire emergency is reported; follows established procedures to notify staff of the emergency.
- Respects residents' confidentiality at all times.
- Completes computer work, office work and projects assigned by the Executive Director or other Department Heads.
- Maintains an adequate supply of: New Employee Packets
Admission Packets
Employee Handbooks
- Monitors office supplies and re-orders when necessary.
- Processes new employee paperwork. Distributes and files appropriately.
- Sorts and distributes business mail to appropriate parties.
- Maintains confidentiality of all residents at all times.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities.

- Education/Experience: Two to four years related experience or training.

- **Language Skills:** Ability to respond to common inquiries and complaints from residents, residents' families, regulatory agencies or members of the community. Ability to read and comprehend simple instructions. Ability to project their voice on the phone and in person.
- **Reasoning Ability:** Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to deal with problems involving several concrete variables in standardized situations.
- **Other Skills and Abilities:** Must interact with ill and disabled residents and with those affected by Alzheimer's disease or related memory impairments, residents' families, other employees, regulatory agencies and the public. Must be able to cope with the mental and emotional stress of the position.
- Have current First Aid and CPR certification.
- **Physical Demands:** Must be in good physical condition and able to move freely throughout the residence. While performing the duties of this position, the employee is regularly required to effectively communicate with the residents, residents' families, other employees, regulatory agencies and the public. The employee must occasionally be able to push, lift or move up to 50 pounds. Good observation skills are necessary for this position.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. The employee may occasionally be exposed to infectious diseases. The work area is well lit, with good heating and air conditioning, in cold weather there may be a draft. There is prolonged exposure to video display terminals and PC keyboards. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I understand the duties set forth in the above job description and will perform them to the best of my abilities.

Employee's Signature: _____

Date _____