



## Front Desk Concierge

### Job Summary

Be our welcoming first impression to guest families, visitors, volunteers, and donors who enter our House on a daily basis. Our front desk is a busy place full of rings and buzzers and bells, but our Concierge Team has the knowledge and know-how to handle whatever questions come their way by and doing it all with a smile.

### Reports To

Director of Volunteers / Manager on Duty

### Qualifications

- Excellent knowledge of desk procedures, facility, and history
- Basic customer service and computer skills

### Competencies

- Welcoming, friendly, and respectful personality
- Professionalism in attire and manner
- Ability to courteously interact with individuals from many different backgrounds and cultures
- Dependable and flexible
- Attention to details and good listening skills
- Ability to multi-task through distractions
- Demonstrates respectfulness for confidentiality
- Able to accept direction and work closely with on duty staff

### Duties and Responsibility

- Greet guest families and all visitors
- Monitor security cameras and permit access to approved visitors
- Sign in meal and activity groups and direct them to the appropriate locations
- Answer and direct phone calls
- Contact potential guest families when a room is available, following the script provided
- Accept and distribute mail, deliveries and donations
- Assist guest families with basic concierge services such as locating resources for everyday needs in and outside the House: printing directions, locating car repair services, local restaurants and attractions, etc.
- Support the staff with basic office duties as needed

### Hours

Minimum of 2 2-hour shifts per month

Daily shifts, 8am-10am, 12pm-2pm or 3pm – 5pm