

Concierge

Resident Services

At OPAL by element, we are leading the way in redefining seniors' living. We build and manage innovative communities that provide the highest quality of life for seniors and keep families together.

Our Values and Philosophy guide our business and are represented by the word **IMPACT**: Integrity in our actions, Mentorship of our people, Passion for our industry, Accountability to our customers, Creativity in our approach, and Teamwork that focuses on collaboration.

As you do your job, focus not only on what you need to accomplish but think about how you will live these values in your day to day work. What kind of **IMPACT** will you have as our Concierge?

YOUR ROLE

As the **Concierge**, you are responsible for maintaining Element's high quality and service standards by effectively ensuring the smooth operations of your designated community.

This is a multifaceted role that will assist the Resident Service Manager in overseeing all aspects of relations with residents, guests, visitors, property management and maintenance, drivers and contractors while maintaining Element's high standards of service and hospitality.

YOUR ACCOUNTABILITIES

- Provide accurate information to residents and guests in a courteous manner; attend to all resident requests or requirements.
- Display a high level of integrity and professionalism at all times in dealing with residents, staff and outside contacts.
- Ensure that the Emergency Call Bell System is constantly monitored by following the Resident Call Monitoring procedure. A test call should be made daily as part of routines.
- Perform tasks associated with the daily operations of the community (*i.e.* unlocking doors, turning on lights, TVs *etc.*).
- Assist the administrative assistant to document and reconcile all resident charges originating from the Resident Services Desk (*i.e.* car rentals, flowers, special requests *etc.*)
- Document and handle all incoming and outgoing calls, mails, packages and faxes with an emphasis on accuracy and proper follow-up.

- Monitor security cameras.
- Be knowledgeable about all activities in the city including, the arts, special exhibits, concerts, sports, sightseeing tours, theatre, *etc.* Establish close contacts with people in these areas to provide further information, ticketing, reservations, *etc.*
- Document and keep Resident Services team well-informed about any guest problems, complaints and/or actions taken.
- Assist the administrative assistant to accurately close resident cheques and process cash and card payment.
- Assist with new residents and moves. For example:
 - Monitor when residents move in or out.
 - Assist with the elevator lock off during a resident move.
 - Ensure that the Emergency Binder and Power of Attorney information is filled out and complete prior to a resident occupying their suite.
 - Confirm and record in the Communication Book each resident's seating preferences for meal times.
- Perform other related duties as requested by the Resident Service Manager.

YOUR CAPABILITIES

Education:

- University degree/diploma in a related discipline field (Hospitality or Business Preferred)

Experience:

- Minimum of 2 years as concierge in a hospitality field or retirement community
- Experience with POS and payment systems

Skills:

- Excellent written and oral communication skills in English
- Technologically savvy, possessing a strong knowledge of all Microsoft Office software
- Excellent customer service skills and interpersonal skills - Ability to focus attention on resident, guest and visitor needs, effectively resolving any issues
- Ability to work well under pressure in a fast-paced environment
- Ability to speak Cantonese considered an asset
- First Aid/CPR Certification would be an asset

Behaviors:

- Think like an owner. While profit is important, it will not be at the expense of the resident or employee experience. Do what is right for people and the profit will follow.

- Willingly help out team members even if it isn't your job. Share ideas and feedback that will help the team perform at their best. Recognize the efforts of others on the team. Accept feedback constructively.
- Possess empathy for and understanding the needs of seniors and operate with a professional and courteous demeanor.
- Excellent cross functional collaborator. Build and maintain trusted relationships by proactively seeking and valuing input from others and being transparent in your communication.
- Champion the Opal culture. You know that the resident experience and employee experience drives sustainable business performance and you actively live and lead by the IMPACT values every day.

Visa Requirements: Applicants must be legally able to work in Canada.

YOUR WORK ENVIRONMENT

Physical Effort:

- Constant standing and walking throughout shift
- Occasional lifting and carrying up to 25 lbs
- Occasional kneeling, pushing, pulling, lifting
- Occasional ascending or descending ladders, stairs and ramps

Work Hours:

- Able to work flexible hours including weekdays, nights and weekends

Physical Environment:

- Resident Services Desk and OPAL Community at large

YOUR REPORTING RELATIONSHIPS

Job Title of Immediate Manager: Resident Services Manager

Job Title of Next Level Manager: General Manager of OPAL