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JOB POSTING

Position Description

Position Title:	Head Concierge	
Reports To:	Area Manager/Specialist	
Department:	Building Services-	

Position Objective

The Head Concierge is responsible for scheduling, training and supervising a team of concierge staff to ensure that all owners, residents and guests enjoy consistently outstanding customer service. This position is located in Vancouver Downtown, BC.

Essential Duties & Responsibilities

1. Maintains a constant presence in the lobby in order to create a welcoming environment. This includes:
 - assisting residents and their guests in a positive, friendly manner
 - Adhering to all standards and policies regarding grooming and behaviour
 - Creating relationships with new residents and assisting them with any move-in/move-out requirements
 - Reporting and responding to resident's requests, complaints, and comments promptly
 - Developing and fostering a friendly, courteous atmosphere amongst the workplace, staff, and residents
 - At a resident's request, receiving packages, tickets and dry-cleaning
 - Ensuring that the common areas (and particularly the lobby and driveway) are kept clean
2. Ensures the security of common property by:
 - Completing visitor checks, patrols, and liaison with the security services provided to the building(s)
 - Filing security incident reports as required

- Becoming familiar with emergency procedures and equipment such as the operation of the fire panel, fire equipment, location of water, gas, and electrical shut-off mechanisms, etc.
 - Becoming familiar with the building(s) technological and security features (including the use of the front desk computer)
 - Providing emergency assistance to residents concerning household or emergency medical matters
 - Advising residents who are in a serious breach of any Bylaws/Rules & Regulations, in a pleasant manner. Report any continuing and repeated violations.
 - Becoming familiar with the administration of the "access control" system in place.
 - Maintaining up-to-date knowledge of parking spaces, lockers, suite resident lists, and enterphone directory "change name" procedures, etc.
 - Co-ordinating towing of any unauthorized vehicles parking in contravention of the bylaws and time limits
3. Enhances the lifestyle of building residents by:
- Responding to all inquiries and providing maps, directories, names, numbers and other information as appropriate
 - Researching questions and finding answers if necessary
 - Keeping abreast of current and future entertainment information
 - Recommending restaurants and making reservations if asked
 - Arranging for limousine, taxi, car rental service, as required
 - Becoming familiar with all the building amenities, including locations of lockers, parking stalls, bicycle storage areas, and recreational facilities/amenities.
 - Assisting with special functions and events as required
4. Assists service and tradespeople for property services and ensure contractors attend to work as required (common areas only). This will include:
- Sign-in trades in the trade's book
 - Unlocking doors and elevators
 - Arranging for access to individual units as requested
5. Other duties as assigned that are consistent with the stated objective of the position.

Knowledge, Skills & Proficiencies

- Exceptional communication skills in English, both written and verbal
- Excellent listening skills and an empathetic personality
- Resourcefulness and problem-solving ability
- Comfort with technology; basic computer skills
- Availability for shift work as required

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned

to this job. This is not an all-inclusive job description; therefore, management has the right to assign or reassign schedules, duties and responsibilities to this job at any time.

Application Procedure

To be considered for this opportunity, please submit a letter or resume highlighting your specific qualifications to Danelle Sun, Recruitment Coordinator at Danelle.Sun@fsresidential.com. All applications will be considered and acknowledged.