|  |  |  |  |
| --- | --- | --- | --- |
| **JOB TITL**E | Management Support (Concierge) | **JOB LEVEL:** |  |

|  |
| --- |
| **PURPOSE / MISSION (Job Summary)** |
| Management Support has the primary responsibility of providing front desk support/coverage in the community in which they are assigned and carries out their duties and responsibilities in accordance with agency policies and procedures at all times. |

|  |  |
| --- | --- |
| DIMENSIONS | |
| **Reports to:** | Property/Community Manager |
| **Division/Department:** | CPM: Operations |
| **Leadership / Supervisory Responsibility (i.e., # of employees supervising & job title(s) of direct reports):** | N/A |
| **Level:** | Click or tap here to enter text. |

|  |  |  |
| --- | --- | --- |
| ESSENTIAL FUNCTIONS(In order of importance, indicate the essential functions of the position and the percentage of time dedicated to each function.) | | |
| Importance | Major Action and Support Actions | **% of Time**  **(must equal 100%)** |
| **1.** | Responsible for the positive marketing of the community by delivering superior customer service at all times greeting residents, prospective applicants and guests Welcome and sign in residents and their guests. | 40% |
| **2.** | Develop and maintain a thorough knowledge of daily operations at their assigned community in order to provide concise and accurate information to all residents and guests and respond to resident and guest requests. | 5% |
| **3.** | Provide administrative assistance with resident data which may include information regarding current contact information, vehicles parked on the property, license numbers, assigned parking number/permit and emergency contact information | 10% |
| **4.** | Assist with package deliveries, logging receipt of packages and notifying residents for pick-up . Ensure that each unit file has a release of liability form for accepting packages. | 20% |
| **5.** | Maintain various informational binders (resident phone numbers, vehicles, guest information, service providers, attractions, facilities, services and activities both inside and outside of the property). | 5% |
| **6.** | Assist with move-ins and move-outs when required. | 5% |
| **7.** | Identify any security or safety issues – monitoring doors,key fobs, cameras – and share with community manager and/or maintenance supervisor. | 10% |
| **8.** | Participate in resident organization and functions as directed. Record reservations for guest and club room | 5% |



**DECISION-MAKING:** What type of decisions does this job regularly make?

Select one by clicking the most appropriate box.

|  |  |
| --- | --- |
| Strategic | Decisions affect the long-term direction and policy of the entire company. These decisions affect the short-term and long-term performance of Mission First. Strategic decisions are high-risk because their outcomes are largely unknown and have a huge impact. These types of decisions are usually made at the top level of a company. Examples are: new services, acquisitions. |
| Tactical | Decisions focus on intermediate-term issues. The purpose of decisions made at this level is to help move Mission First closer to reaching the strategic goal. Outcomes are predictable. After a decision is made by Top Management or Board of Directors, the next phase is to take the steps needed to implement it. Examples are: The amount of money required to implement, which advertising agency to promote a new service or to provide an incentive plan to employees to encourage increased revenue. |
| Operational | Decisions focus on day-to-day activities within the company. Decisions made at this level help to ensure that daily activities proceed smoothly and therefore help to move the company toward reaching strategic goals. They have short term consequences. Examples are: Handling employee conflicts, purchasing materials needed for operations. |
| Standard | These decisions are those that are repetitive decisions on a recurring basis and are commonly related to daily activities. They are relatively simple, relying on historical data and previous solutions. Examples are: reordering of standard office supplies, handling transactions and handling a step in a property management or property development process. |

|  |  |  |  |
| --- | --- | --- | --- |
| **QUALIFICATIONS (including competencies, skills, knowledge, certifications)**  (List the MINIMUM qualifications required to perform the essential functions of the position.) | | | |
| **Criteria** | | **Aspect** | **Description** |
| **Profile / Qualifications** | Minimum education | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Please note that equivalent years of relevant Exempt work experience may be considered in lieu of a degree. |
| Discipline/Major | | Click or tap here to enter text. |
| Additional/Preferred education and Certifications | | High School Diploma or GED  Associates Degree  Bachelor’s Degree  Master’s Degree  J.D. Degree  Click or tap here to enter text. |
| Years and Area of Professional experience (required) | | High school diploma or equivalent preferred. |
| Additional experience  (optional) | | Click or tap here to enter text. |
| Critical Professional related Technical Skills; Computer Skills | | Good communication skills, excellent telephone presence, ability to work independently; ability to handle multiple tasks simultaneously. |
| Other requirements | | Click or tap here to enter text. |

**Working Conditions**

|  |  |
| --- | --- |
| Environment (e.g., prolonged sitting at computer, manufacturing-exposure to hazards, machinery) | Ability to sit for a minimum of two (2) hours. |
| Physical (e.g., lifting-physical strain) | Ability to lift and move up to 10 pounds. |

**To Be Completed by Human Resources**

|  |  |
| --- | --- |
|  |  |
| **APPROVAL DATE** | Click or tap here to enter text. |
| **APPROVED/CONTROLLED BY** | Click or tap here to enter text. |
| **FLSA STATUS** | Choose an item. |
| **PAY LEVEL** | Click or tap here to enter text. |
| **EEO CODE** | Click or tap here to enter text. |