



Job Description

JOB TITLE	Management Support (Concierge)	JOB LEVEL:	
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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.	8%
2.	Serve as a liaison between the office, residents, prospective residents and other visitors.	8%
3.	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.	8%
4.	Acknowledge and greet all residents and guests with the utmost courtesy, professionalism and sense of urgency.	8%
5.	Assist with resident and guest requests for special services.	8%
6.	Maintain various informational binders (attractions, facilities, services and activities both inside and outside of the property).	8%
7.	Maintain a list of resident phone numbers, vehicles, guest information and service providers.	8%
8.	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.	8%
9.	Maintain a work environment of cleanliness and organization at all times.	8%

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10.	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	8%
11.	Participate in resident organization and functions as directed. Record reservations for guest and club room	4%
12.	Assist residents to obtain a timely resolution of maintenance issues.	4%
13.	Assist with move-ins and move-outs when available.	4%
14.	Participate in training courses as recommended by management.	4%
15.	Participate in additional and/or special projects as required by management.	4%

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

Select one by clicking the most appropriate box.

<input type="checkbox"/> 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.
<input type="checkbox"/> 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.
<input type="checkbox"/> 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.
<input checked="" type="checkbox"/> 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.

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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	<input checked="" type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> 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	<input checked="" type="checkbox"/> High School Diploma or GED <input type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> 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 written and verbal communication skills, excellent telephone presence, ability to work independently; ability to be flexible and adapt to changing priorities; 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 20 pounds.

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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.

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