



PROPERTY ONE

JOB DESCRIPTION FOR

Job Title: **Front Desk Concierge**

Reports To: **Manager of Condominium Services**

Property: **Federal Fibre Mills**
New Orleans, LA 70130

Purpose: To provide professional and courteous assistance to all residents and their guests, as well as, overseeing building security, systems, and operating procedures.

Qualifications: Minimum of five years concierge and/or front desk/reception experience in a professional environment. Must be neat, have organizational skills, and be multi-task oriented. Ability to anticipate needs and accomplish tasks in a timely manner.

Excellent interpersonal skills, good writing and communication qualities, and ability to perform administrative functions as needed.

Must be neatly groomed and maintain a professional appearance at all times.

Specific Responsibilities:

- Be familiar with operating procedures and guidelines.
(See Procedure Manual)
- Greet all owners and assist them in any way possible.
- Man the front desk and be attentive.
- Act as the homeowner's single point of contact for any problems or issues that require attention and report them to management.
- Read the daily logbook from previous shift.
- Note any issues, messages, etc for other associates or management in the daily logbook.
- Monitor security cameras and equipment.
- Monitor and control access to the building
- Monitor and supervise all contractors to ensure they comply with Policy Statements.
- Assist in maintaining accurate insurance documents on all contractors and vendors.
- Assist property management in keeping owners information and files updated.
- Oversee use of the pool, fitness center, lobby and Outback Building. Make sure proper forms are filled out and on file.
- Accept and register all deliveries on behalf of the owners. Notify all owners of the delivery.
- Keep work area neat and organized.
- No eating at the front desk.