



PROPERTY ONE

## **JOB DESCRIPTION FOR**

Job Title: Front Desk Concierge

Reports To: Manager of Condominium Services

Property: Cotton Mill Condominium Association

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 and the 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 through the lower lobby and parking garage.

Monitor and supervise all contractors to ensure they comply with Cotton Mill Contractor's Policy Statements.

Maintain accurate insurance documents on all contractors and vendors.

Assist property management in keeping owners information and files updated.

Administer use of the Entertainment and make sure proper deposits are collected 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.

Behavior Requirements:

Position requires a positive team-oriented and flexible working attitude

Must have good people interaction skills

Must be available for emergencies (essential personnel)

Punctual Attendance

Disclaimer Statement:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Signatures:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date