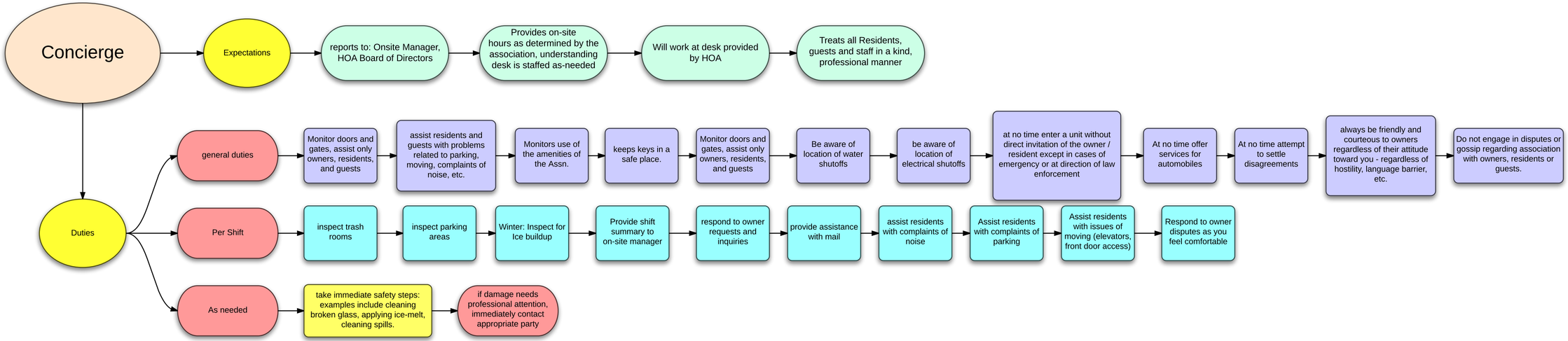
Concierge
Expectations
reports to: Onsite Manager, HOA Board of Directors
Provides on-site hours as determined by the association, understanding desk is staffed as-needed
Will work at desk provided by HOA
Treats all Residents, guests and staff in a kind, professional manner
Duties
general duties
Monitor doors and gates, assist only owners, residents, and guests
assist residents and guests with problems related to parking, moving, complaints of noise, etc.
Monitors use of the amenities of the Assn.
keeps keys in a safe place.
Monitor doors and gates, assist only owners, residents, and guests
Be aware of location of water shutoffs
be aware of location of electrical shutoffs
at no time enter a unit without direct invitation of the owner / resident except in cases of emergency or at direction of law enforcement
At no time offer services for automobiles
At no time attempt to settle disagreements
always be friendly and courteous to owners regardless of their attitude toward you - regardless of hostility, language barrier, etc.
Do not engage in disputes or gossip regarding association with owners, residents or guests.
Per Shift
inspect trash rooms
inspect parking areas
Winter: Inspect for Ice buildup
Provide shift summary to on-site manager
respond to owner requests and inquiries
provide assistance with mail
assist residents with complaints of noise
Assist residents with complaints of parking
Assist residents with issues of moving (elevators, front door access)
Respond to owner disputes as you feel comfortable
As needed
take immediate safety steps: examples include cleaning broken glass, applying ice-melt, cleaning spills.
if damage needs professional attention, immediately contact appropriate party