**Concierge Services Supervisor**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Manage, train and supervise Starfish Pointe, which includes the Concierge Services, Starfish Pointe, Courtesy Desk. and The Hoy Healthcare Reception Desk. Provide overall supervision and leadership to the areas listed. Supervise employment actions to include, but not limited to hiring, performance management and dismissals. Develop, manage and meet annual operating budget. Maintain payroll and oversee scheduling. Plan and run monthly staff meetings. Be open to take on additional tasks and projects. Required flexible scheduling including some nights and weekends.

**RESPONSIBILITIES**

* Responsible to develop and manage budget for Concierge Services and Starfish Pointe
* Manage Safe Deposit box access and files. Interface with CFO.
* Manage resident in-house mailboxes and act as primary coordinator of USPS mailbox changes.
* Assist departments performing administrative projects and tasks as assigned by Sr Manager Resident Life.
* Coordinate/produce annual resident’s telephone/email directory
* Manage Full Count, and POS system and work with Finance on reporting.
* Oversee Social Census reporting and information entered into Health Information
* Manage and update Google Sheets Groups
* Oversees Concierge services including, but not limited to managing guest rooms, pick up and delivering dry cleaning,
* Purchase/order/price, all merchandise for the store to include grocery and health & beauty items as well as gift items
* Responsible for stock/merchandise displays, stock turnover, expiration dates
* Conduct and manage store inventory on an on-going and annual basis.
* All other duties as assigned.

**QUALIFICATIONS**

* College Degree Preferred- must have High School Diploma
* Experience in retail store management, Concierge Service, Leadership and Supervisory, Customer Service
* Good working knowledge of Computers
* Working knowledge of google and Microsoft applications
* Supervisory and retail experience preferred
* Must be able to lift up to 25 lbs, and stand for periods of time, and climb stairs

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision