**Concierge Team Member**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Provide professional and courteous customer service to residents, guests and employees. Responsible for all of the tasks at the Courtesy Desk, Concierge, Starfish Pointe and The Hoy Healthcare Reception Desk. Must be flexible with schedule and with rotating from position to position. Maintain knowledge of the community, its benefits, services provide the residents and staff. Ensure HIPAA compliance and resident confidentiality. Ensure that the reception area and store are clean and inviting. Must be able to work evenings, weekends and holidays. Overall, have good customer service skill and to be able to multitask.

**RESPONSIBILITIES**

* Report to appropriate persons (or in Worxhub) any housekeeping, maintenance or IT issues.
* When opening Courtesy and the Hoy Center Desk, must be on time for the opening of automatic doors, must compile Social Census, and The Hoy Healthcare Center Daily and record the daily events.
* Maintain and input resident LOA’s in both the Google spreadsheet and My Unity.
* At the both the Curtesy and Hoy Healthcare Reception Desk be aware of any daily events, scheduled trips for the day, new employee onboarding.
* Understand all the tasks associated with opening and closing of the POS system along with the daily accounting and deposits, also includes Resident Banking for The Hoy Center.
* Help maintain and price merchandise in the store. Inform supervisor of any items needed or requested.
* Process mail and packages that are delivered as well as process outgoing packages.
* Take and properly process guest room reservation, cot reservations, Reach the Beach, prehab and dry cleaning. Order keys, prods, sell Valet Cards and all other Concierge Services as requested.
* Assist with projects such as, maintaining the resident photo album, imputing dining comment cards, monthly addendum, resident directory.
* For Hoy Healthcare Center Reception Desk:
  + Provides assistance to the Hoy Healthcare Center Administrator
  + Maintain listing of all discharges; Upload to Pinnacle and email to appropriate contacts [Weekly]
  + Provides weekly discharge notices to Ombudsman
  + Manages Office Supply ordering for The Hoy Center
  + Maintain a current listing of Hoy Center residents and their care plan schedule in accordance with policy and regulations.
* Performs all other duties as assigned.

**QUALIFICATIONS**

* High School Diploma
* Customer, Concierge Service, Retails Sales
* Good Customer Service, some administrative experience, excellent communication skills, proficient Microsoft and google applications, experience with POS systems and cash sales.
* 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