



GRACE MGMT INC.  
A CPF LIVING COMPANY

**JOB DESCRIPTION**  
**Grace Management, Inc.**

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**Position:** Concierge

**Reports to:** Business Office Manager and/or Executive Director

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**Summary of Duties**

Provide clerical support; organize and maintain resident, personnel, marketing, maintenance, and resource files. Answer telephones, greet guests, and respond to residents' requests and assist in coordination of services to residents. Assist in providing services to residents, families, and guests.

**Essential Functions**

- Answer incoming telephone calls promptly, taking complete and accurate messages, routing calls including locating residents when necessary.
- Receive visitors, having them sign registers, and routing them as appropriate.
- Provide information and assistance to residents coming and going, activities, and signing out when they leave the community.
- Assist the Wellness Director as needed with resident's doctors' appointments, including scheduling appointments, recording all appointments, notifying the driver of the scheduled appointment(s), and seeing that the resident gets there on time.
- Maintain resident mailboxes, including an up-to-date listing, assignment for new residents, names on boxes and returning mail to post office for move-outs; Receive and distribute mail as needed.
- Maintain the professional and organized appearance of the lobby and reception area, including making certain any adjacent equipment, workroom, and supply closets are neat and locked.
- Provide administrative support including typing, filing, preparation of reports, copying, scheduling appointment, and calling vendors, as requested by supervisor.
- Schedule work orders received from the residents and coordinate with Maintenance/Housekeeping.
- Assist with recruitment activities by placing ads, screening applicants, check references, scheduling physicals, and scheduling interview appointments, as requested by supervisor.



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- Maintain inventories of supplies; Assist in ordering supplies approved by the supervisor.
- Resolve immediately or report to supervisor any unsafe conditions including building hazards, unsafe work practices, or threats to resident safety.
- Performs other related duties as assigned by supervisor.

### **Non-Essential Functions**

- Supports and participates in the resident centered activity programs.
- Participates in projects or committees as assigned.
- Attends all associate meetings including in-service education and associate functions, as requested by supervisor.
- Assists in a variety of tasks involving residents as assigned.

### **Knowledge, Skills, Abilities, and Experience**

- High School Diploma or GED at a minimum.
- Experience in general office procedures, computers; Windows, Word, Excel, Office, Outlook, Internet-based programs, Emailing, Scanning, and general office equipment.
- Physical requirements include the ability to communicate by speaking, seeing, and hearing sufficient to serve the residents.
- Professional and neat appearance and presentation, adherence to the dress code, and good personal hygiene are expected.
- One year of office or hospitality experience preferred.
- Good grammatical and writing skills, proficient with email process and etiquette.
- Ability to read, write, and speak English.
- Must have excellent customer service and interpersonal skills to work with various levels of people, associates, and residents.
- Be free of communicable disease.
- Completion of drug testing and criminal record background check upon hire and upon request of supervisor.
- Physical requirements include bending, standing, lifting, stooping, sitting, walking, stretching, and ability to lift/carry up to 40 pounds.
- Adhere to and carry out all policies and procedures.
- Maintain confidentiality of verbal and written information pertaining to residents, facility operations, and personnel.