



<b>POSITION TITLE:</b>	Concierge/Receptionist	<b>DEPARTMENT:</b>	Administration
<b>FLSA:</b>	Non-Exempt	<b>SUPERVISOR:</b>	Executive Assistant
<b>SUPERVISES:</b>	None	<b>Revised:</b>	October 2021

### **POSITION SUMMARY**

Responsible for interacting in a courteous and friendly manner with guests, residents and staff. Performs light clerical duties.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

**The following duties are normal for this position. This list is not to be construed as exclusive or all inclusive. Other duties may be required and assigned.**

- Assists residents with scheduling:
  - a. transportation services
  - b. dining services
  - c. submitting work order requests
  - d. making reservations for various community events
- Answers incoming calls to the community.
- Monitors emergency response system and fire alarm panel during daytime hours.
- Must be able to handle multiple tasks simultaneously.
- Continuously demonstrates behavior consistent with the Pinnacle Service.
- Other duties as assigned by Supervisor.

### **SUPERVISORY RESPONSIBILITIES**

- None

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Educational Requirements and Experience:**

- High school diploma or equivalent.
- Experience in customer service environment, preferably in a senior living setting or hospitality industry.

### **Knowledge, Skills and Abilities:**

- Language Ability:
  - Ability to communicate effectively in writing and speaking the primary language of the residents.
  - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
  - Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- Mathematical Skills:
  - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Cognitive Demands:
  - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Computer Skills:
  - Ability to use Microsoft Windows. Ability to use software to design calendars and signs. Ability to use the Internet.

## **ENVIRONMENTAL ADAPTABILITY**

- Works primarily indoors in a climate-controlled setting
- Possible exposure to unpleasant odors
- Possible exposure to chemicals as identified in the MSDS Manual
- Continuous exposure to residents who are ill, confused, irritable and irrational

**PHYSICAL REQUIREMENTS**

The physical demands described below are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How much on-the-job time is spent in the following physical activities?  
Show the amount of time by checking the appropriate boxes below.

	<u>Amount of Time</u>			
	None	Under 1/3 to 1/3	2/3	Over 2/3
Stand		x		
Walk		x		
Sit			x	
Use hands to finger, handle, or feel				x
Reach with hands and arms			x	
Climb or balance		x		
Stoop or kneel, crouch, or crawl		x		
Talk or hear				x
Taste or smell		x		

Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below.

	<u>Amount of Time</u>			
	None	Under 1/3 to 1/3	2/3	Over 2/3
Up to 10 pounds				x
Up to 25 pounds			x	
Up to 50 pounds		x		
Up to 100 pounds	x			
More than 100 pounds	x			

Does this job have any special vision requirements? Check all that apply.

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distance and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- No special vision requirements