

Company Description

At RISE, we're different. We run toward challenges. We pick fights with the status quo. We embrace discomfort and we strive valiantly. We do this because we know our purpose is not within the confines of comfort but by meeting challenges in the field with full hearts. Growth does not come from comfort—it never has. We work hard, and we celebrate often and loudly. Each day we rise to battle the giants of our industry to deliver on the boldest of promises yet: together, we will go far. Together, we will make a difference. Together, we RISE.

Job Description

We are looking to hire an effective Concierge within a luxury High Rise Condominium setting. The Concierge will focus to ensure that each encounter with a resident is coupled with superb customer service. The concierge position is fast paced, demanding and requires a high level of time management and problem-solving skills.

Duties include but are not limited to:

- Demonstrates superior customer service at all times and a genuine desire to serve.
- Warmly greets and directs residents and guests arriving to or departing from the property.
- Maintains an active presence at the Front Desk. Monitors and announces visitors and controls access to the property.
- Reviews access control cameras frequently and reports any suspicious activity according to the Front Desk procedures.
- Handles all concierge duties with enthusiasm including, but not limited to: processing incoming mail and outgoing packages, answering questions, making recommendations, and making arrangements on items such as transportation, restaurant reservations, personal shopping, health and beauty services, and cultural events; travel and meeting planning; delivering dry cleaning; and coordinating housekeeping or other community-specific services.
- Possesses and in-depth knowledge of the attractions, nightlife, and special services of the surrounding area in order to enhance a 5-star residential- living experience.
- Maintains familiarity of all community amenities and activities. Gives directions to amenities and events within the property.
- Adheres to all Front Desk procedures including but not limited to reviewing and completing Daily Activity Reports (DAR); completing incident reports for management; and responding to emergency situations.
- Adheres to Premier Communities' standards for residents and guest services.

High Rise Concierge

- Undertakes administrative tasks related to the Front Desk.
- Ensures that resident and guest concerns are resolved in a professional and timely manner. Reports to General Manager and/or Lead Concierge any resident or guest dissatisfaction.
- Maintains a professional demeanor and polished appearance at all times.
- Follows safety procedures and maintains a safe work environment
- Performs other job-related duties as directed.

Qualifications, Skills & Abilities

- High School Diploma or equivalency required; Bachelor's in Hospitality Management or Business Administration desired.
- Minimum of one year high-end/luxury hospitality or property management experience preferred.
- Must possess excellent verbal and written communication skills.
- Must possess strong organization skills with the ability to effectively manage multiple priorities at once.
- Must be friendly, courteous, and enjoy working with a variety of people while maintaining a professional demeanor.
- Must be a team player with strong work ethic.
- Bi-lingual preferred.
- Proficiency in Microsoft Office and Information Systems.
- Ability to lift 30-50 pounds.
- Ability to work in an upright standing or sitting position for long periods of time.

Additional Information

- FLSA Status: Non-Exempt
- Hours: Schedule Varies
- All your information will be kept confidential according to EEO guidelines.