



HARWOOD
INTERNATIONAL

HARWOOD INTERNATIONAL CAREERS

Chef Concierge – Bleu Ciel

Summary/Objective

Each individual on our Concierge team embodies our Harwood Lifestyle Management culture and values. They promote professionalism, personalized assistance, and safety to our owners, residents and their guests in the buildings we manage.

Classification

Non-exempt/Hourly

Essential Functions

Job Duties

- Leads the Concierge team in the execution of services to residents.
- Coordinates Lifestyle activities and social events.
- Greets residents and provides general assistance to visitors, prospective residents, and families.
- Act as the “Manager on Duty” when management team is not present.
- Actively uses the 10/20 rule of communication engagement.
- Coordinates the Pre-calling of owners and residents to obtain information that will help anticipate their needs.
- Provide support to owners and their guests as they try and obtain access to their condominiums.
- Create a network where our team can leverage business relationships to benefit our residents, providing residents with access to area restaurants and venues.
- Ensures safety of the residents and property by monitoring surveillance cameras, door alarms, life safety systems, building alarms and investigating any unusual activity.
- Issue or coordinate the delivery of packages and dry cleaning.
- Preparing logs and reports as required
- Complete any Incident Reports, Daily Activity Reports, or other written documents as required.
- Make note of rule infractions, providing details to management team and help to enforce rules and policies of the property.
- Uses proper telephone etiquette and proper hospitality verbiage.
- Uses empowerment to appropriately resolve resident concerns and issues and involving the management team when necessary.
- Sets the example for uniform standards to include dressed in approved attire always and conform to appearance guidelines.
- Helps to manage the Arrival and Departure process for our homeowners and their guests.
- Ensure that Valet Attendants are posted up in their respective locations and maintain communication with these team members.
- Always speaks first and last to residents and their guests.
- Supervises and leads Concierge team to anticipate the needs of all and to exceed expectations.
- Ability to manage under pressure or in crisis situations.
- Make decisions that benefit the Owner, our company and fellow associates.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies

- Leadership
- Managing Diversity
- Initiative
- Communication
- Creativity / Innovation
- Decision Making / Judgment
- Personal Organization

Additional Eligibility Qualifications

Proficient in MS Office with the ability to learn new applications independently. Able to stand for long periods of time and can lift items up to 25 pounds.

Supervisory Responsibility

Yes

Position Type and Expected Hours of Work

This position is full-time

Preferred Education & Experience

- Prior Hotel or Property Management Experience Preferred
- Study or Degree in Hospitality Management Strongly Desired
- Hotel or Residential Property Management Certifications

Work Authorization/Clearance

Offers of employment are contingent upon satisfactorily passing the pre-hire background screening and will also consider the results of any reference checks, behavioral interview results, and/or pre-hire tests or profiles.

AAP/EEO Statement

Harwood is committed to equal employment opportunity and will not discriminate against Associates or applicants in any terms and conditions of employment on the basis of any legally-recognized basis (protected classes) included but not limited to: age, race, color, religion, genetic information, sex, national origin, disability, ancestry, creed, marital status, sexual orientation, or any other protected class under federal, state or local law. This non-discrimination policy extends to all terms, conditions and privileges of employment as well as the use of all Company facilities, participation in all Company-sponsored activities, and all employment actions, such as promotions, compensation, training, benefits and termination of employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, schedules, work hours, responsibilities and other work activities may change at any time with or without notice.

Please email your resume to nrungruangphol@harwoodinc.com