



**HARWOOD**  
INTERNATIONAL

## HARWOOD INTERNATIONAL CAREERS

### 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 Functions*

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

- Greets residents and provides general assistance to visitors, prospective residents, and families.
- Actively uses the 10/20 rule of communication engagement.
- Pre-call 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.
- 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.
- Work 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 your fellow associates.

### ***Competencies***

- Communication
- Creativity / Innovation
- Decision Making / Judgment
- Dependability
- Listening Skills
- Personal Organization
- Initiative

### **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**

No

### **Position Type and Expected Hours of Work**

This position may be full-time or part-time, depending upon availability.

### **Preferred Education & Experience**

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

### **Work Authorization/Clearance**

Offers of employment are contingent upon satisfactorily passing the pre-hire background screening and will also take into account 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 send your resume to [nrungruangphol@harwoodinc.com](mailto:nrungruangphol@harwoodinc.com)