



# ACACIA CREEK

## RETIREMENT COMMUNITY

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### **Concierge/Communications Clerk – On Call**

Our Concierge team are at the center of life at Acacia Creek. Residents, visitors and business contacts rely on the friendly, capable team at the Concierge Desk for information, connections and services. If you are a service-driven, focused and friendly person with excellent problem solving and listening skills, consider a role with us!

#### **JOB SUMMARY**

The Communications Clerk/Concierge is responsible for providing a friendly, warm, efficient, professional and reliable “front desk/concierge” service to our residents, their families, employees and friends of the Masonic Homes of California/Acacia Creek while also ensuring the safety and protection of our residents, employees and the Home's property within established policies and procedures. Uphold the Communication Department/Concierge service theme.

#### **ESSENTIAL FUNCTIONS**

##### **Front Desk/Concierge**

- Project a professional appearance: well-groomed, appropriately dressed.
- Maintain a professional workspace: well-organized, lack of clutter, etc.
- Monitors safety devices, namely fire monitoring equipment, boiler and smoke detector alarms. In responding to an alarm, contacts the appropriate personnel and performs acts consistent with established Communication policies & procedures.
- Greet and direct visitors in a friendly and helpful manner.
- Answer all incoming calls to the Masonic Home of CA/Acacia Creek standard.
- Directs incoming calls and messages to appropriate staff or resident.
- Assist residents with outgoing calls.
- Demonstrate multi-tasking abilities in telephone operation.
- Record accurate messages.
- Maintain stock of paper and other office supplies.
- Knowledge and understanding of role in emergency situation.
- Maintain a current file/listing of residents by name and room number, emergency phone numbers of on-call staff, department extensions, key personnel, etc.
- Label newspapers for residents and staff for daily distribution.
- Assist in general clerical and administrative functions as required.
- Provide back-up support to Supervisor when needed.
- Receive, coordinate, and distribute all mail and deliveries.
- Maintain pertinent key and residents' status logs, issue keys according to established procedures. Maintain accountability for keys.

- Communicates constructively in a respectful manner with team members and residents.
- Works as a problem- solver in a solution-oriented manner.
- Demonstrates reliability by consistently following through with commitments effectively.
- Initiates a Notification of Temporary Absence form for residents who wish to leave the facility overnight.
- Reports equipment malfunctions and breakdowns as soon as possible.
- Remains at the Communication Center until relief for breaks, meal periods and end of shift arrives.
- Maintains good working relationship with co-workers.
- Provide back-up support for other departments as appropriate.
- Regular attendance.

### **Administration**

- Assist Administration with administrative duties.
- Performs general office duties during low volume periods to include sorting, collating, copying and data entry.

### **Financial Management**

- Maintain cash boxes (4). Sell meal tickets to employees
- Collect cash for postage, copies and other purchases
- Update Cash Logs for Petty Cash, Lunch, and Postage
- Generate POS receipts and does month end closing of POS.

### **SKILLS, ABILITIES AND EXPERIENCE**

- 1 year experience on Multi-line Telephone Console (preferable but not required)
- Knowledge of computers, internet, and software applications including Windows 3.0 or 7.0 and Microsoft Office programs as well as a wide array of office and administrative tools and equipment
- Skilled in building relationships with residents, staff, and family members
- Must be able to work under stress and to relate to aging persons
- Must have a pleasant disposition at all times
- Awareness of “Concierge Services”
- Excellent oral and written fluency in English

### **EDUCATIONAL REQUIREMENTS/LICENSES/CERTIFICATES**

- Open availability during the week, weekends, and holidays are required for this position (on-call)
- High School Diploma or equivalent

### **JOB CULTURE**

The Masonic Homes of California/Acacia Creek are committed to a culture of Leadership. Our culture is to provide superior service to members, residents and staff through a sound and progressive model of service and care which aligns our mission, vision and operations. We

demonstrate excellence in core services and place value on high quality job performance, professional development, effective time management, budget management, workplace safety and resident/employee satisfaction. We are dedicated to disciplined innovation and continuous quality improvement – we are a learning company. We are committed to sharing our knowledge and being an organization that attracts the best and brightest talent. We are team-oriented, caring and honest.