

Job Description

Job title	Concierge	Date May 2024
Reports to (title)		
Contract/Department		Revision xxx
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To provide a professional and dedicated concierge service supporting the site customers and visitors. The essence of this role is to make customers' lives easier.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Meet & greet all building users and visitors in a warm, prompt, and professional manner.
- To always project a professional and positive image to both internal and external customers.
- Develop and maintain excellent relationships with all clients and end users.
- Understand client core business offering.
- Maintaining safety and hygiene standards of the reception area
- To operate a clear desk policy and be responsible for general tidiness and housekeeping within the concierge area, ensure the area and its amenities are well presented, clean and well always stocked.
- Ability to provide general information of the premises and surrounding areas, taxi booking, nearby public transport, car parking, restaurants,
- To comply with instructions relating to security and confidentiality.
- Handling of incoming & outgoing deliveries.
- To carry out as requested any other office duties, which are normal custom and practices.
 - Managing meeting room availability
 - Receiving, sorting, distributing and dispatching daily mail
 - Handling transcription, printing, photocopying and faxing
 - Handling travel arrangements
 - Coordinating internal and external events
 - Managing office inventory such as stationery, equipment and furniture
- Responsible for a wide variety of services and tasks across site with significant customer interaction
- Methodically follow up assigned work orders, update and close upon completion of jobs a
- Coordinate with other teams to ensure the satisfactory completion of all work requests.
- Liaise daily with designated building representatives to ensure overall satisfaction of the EMCOR service delivery.

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Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

none

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Previous working experience in a customer service environment is essential.
- Articulate and possess good communication skills. They will be able to display an ability to communicate with staff, colleagues and customers at all levels in both verbal and written form.
- Able to work independently and part of a team.
- Able to organise and prioritise workload.
- Proficient at using computers.
- Excellent people skills, including good listening skills and behavioral awareness with ability to build effective working relationships.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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SIA licence

Line Manager Signature	
Print Name	
Date	

Job Holder Signature	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	