

**POSITION : Concierge**

**SUPERVISOR:** Administrative Assistant

**LOCATION:** Spring House, Jamaica Plain

**FLSA STATUS :** Non-Exempt Part Time (weekends 2 p.m. to 8 p.m)

**ABOUT ROGERSON COMMUNITIES:** With over 150 years of experience, Rogerson Communities has grown to provide a network of innovative, accessible, affordable housing and services for elders, persons with disabilities, and the working poor in the Greater Boston area. This is an opportunity to join a team that pioneered Adult Day Health programs that support elderly and low-income men and women by enhancing dignity, self-reliance and vitality. Rogerson Communities is committed to providing the people it serves the highest quality of care and is looking for individuals who share this vision.

**SUMMARY OF RESPONSIBILITIES:**

Springhouse is looking for a per diem Concierge to work every Saturday and Sunday 2-8pm.

The Concierge is responsible for managing the Reception Area and perform clerical/administrative support efficiently, according to established procedures and as directed by the Administrative Assistant. To greet, direct and inform residents, families, visitors and staff in response to questions in person and/or on the phone.

**REQUIRED QUALIFICATIONS:**

- High School graduate or equivalent.
- Two year office experience, including working knowledge of Windows and Internet.
- Able to type at least 40 words per minute.
- Must be knowledgeable in secretarial duties and use of equipment related to office functions.
- Excellent phone etiquette and communication skills.
- Required to work holidays.

**SPECIFIC RESPONSIBILITIES:**

- Create a positive, calm atmosphere of warmth and personal interest.
- Maintain a pleasant, courteous, and helpful disposition at all times when interacting with residents, families, visitors, callers and staff.
- Operate the telephone system.
- Receive inquiries and release information in accordance with established policies and procedures.

- Respond to inquiries of directions/information from visitors, guests, residents and sales calls.
- Assist with other administrative duties as directed and needed.
- Filing, mail distribution, computer typing, copying, data entry.
- Greet visitors and direct to appropriate office and/or Resident apartment.
- Assist Food Service Department in taking room service orders.
- Prepare maintenance requests and pass on to maintenance.
- Maintain confidentiality of all pertinent resident information to assure that residents' rights are protected.
- Follow dress code guidelines for professional attire at all times.
- Keep Executive Director and Marketing personnel informed of office activities, schedule of appointments, office problems and needs.

***1st Floor Specific Concierge Responsibilities:***

- Accept incoming packages; sort and distribute mail as directed.
- Monitor TV security screens.
- Take appointments for Transportation and Beauty Shop.
- Coordinate the ordering of office supplies.
- Assist Marketing Department and Business Office staff.

***2nd Floor Specific Concierge Responsibilities:***

- Assist all members of activities department with all requests throughout shift.

**\*FUNCTIONAL QUALIFICATIONS:**

Standing: 34% to 66% of the time

Crouching: 34% to 66% of the time

Walking: 34% to 66% of the time

Reaching/working overhead: 34% to 66% of the time

Balancing: 34% to 66% of the time

Pushing: 34% to 66% of the time 10-20 pounds

Stooping: 34% to 66% of the time

Pulling: 34% to 66% of the time 10-20 pounds

Kneeling: 34% to 66% of the time

Lifting/carrying: 34% to 66% of the time 10-20 pounds

**TO APPLY:**

Interested applicants can send resume, cover letter and salary requirements by one of the following options:

E-mail: [careers@rogerson.org](mailto:careers@rogerson.org) (Please indicate job title in subject of e-mail)

Fax: 617-469-5861 c/o HR Department

Mail: HR Department- Rogerson Communities -1 Florence Street Boston, MA 02131

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Rogerson Communities offers a comfortable working environment along with competitive benefits including health, dental, vision, retirement, paid time off and other benefits.