



CONCIERGE

Named as one of Canada's Best Managed Companies and Most Admired Corporate Cultures in Canada, Southwest has developed, constructed, owned, and operated world-class properties for over 50 years. A leading developer of residential and commercial property and one of the largest privately held owner of multi-family residential buildings in the Halifax region, Southwest's brand of quality and community involvement has made a major impact on the Atlantic Canadian real estate market. Southwest believes in going beyond the necessary to create inspiring environments by providing the best places to live, shop, work and play, creating lasting relationships with employees, customers and partners. At Southwest we are always seeking the best and brightest stars in their field. From front line staff to senior management, we choose to employ the best in the industry!

We currently seeking an outstanding individual to fill the part time casual position of **Concierge**.

Benefits of working at Southwest

- Performance Based Bonus Eligibility
- Comprehensive Extended, Health & Dental Benefits
- RRSP Plan Eligible – FT Employees over 6 months
- Monthly Transit Pass - 100% Reimbursement
- Employee Health & Wellness Incentive Program - \$300.00 Annual Reimbursement
- Education Reimbursement Program
- Flexible Work Schedules
- Employee Discount Program – 10% off Southwest Properties Lease
- Resident Referral Program – Cash Incentives
- Service Awards
- Social Staff Events
- Home Computer Antivirus Incentive Program - \$50.00 Annual Reimbursement
- Charitable Donation Matching Program - \$1000.00 Annually + 1 Day off to Volunteer

Job Duties

The Concierge directly reports to the Resident Services Manager/General Manager who assigns day-to-day work and oversees and provides back up for general duties.

All members of the Concierge team are required to complete AM and PM checklists over the duration of each 12-hour shift. The following are a list of duties and expectations that are required by the Concierge in conjunction with the checklists:

Customer Service

- Effectively communicate with all residents, commercial tenants, guests, co-workers and the general public in a professional manner
- Respond to and troubleshoot any issues that may arise
- Maintain a visible and accessible profile
- If a resident is away the concierge can water the plants, feed the cat(s) & keep the litter clean if requested
- Allow access to family and friends, with a resident's explicit permission
- Allow access to service providers, with a resident's explicit permission
- Make deliveries to suite

Residential Services.

- As a member of the sales and leasing team, provide information to prospective residents
- Provide local information to residents via the concierge directory
- Co-ordinate the delivery of courier and delivery services for residents or Southwest employees; incoming and out-going
- Co-ordinate resident requests when they are away from their suite
- Liaise with the Housekeeping staff to ensure overall cleanliness
- Respond to minor maintenance requests, i.e. blocked sink etc.
- Check in all Premiere Executive Suites guests in the evening and weekend; luggage, parking information, requests etc.

Safety & Security

- Control all access to the complex, and maintain master key control system
- Monitor and manage in house security, lighting and HVAC systems within complex, including parking garage
- Conduct regular rounds of the complex and report maintenance and housekeeping issues as required
- Ensure parking lots are clear of unauthorized vehicles; issue tickets where appropriate
- Update and maintain the daily task log
- Update all files such as door swipes, garage remotes, and parking assignments.
- Enforce rules of the complex, when appropriate
- Remain fully conversant and compliant at all times with emergency response standards, and report on all incidents, accidents and safety hazards
- Respond such issues as noise complaints within complex including pool and terrace area; contact police if situation escalates
- Ensure safety and maintenance of pool and terrace area; report any maintenance issues to Building Maintenance

Move-ins/Move-outs

- Co-ordinate move-in and move-out inspections and provide keys and elevator service
- Liaise with moving companies to ensure efficient service

Other

- Execute all reasonable additional assignments determined by the Resident Services Manager or any member of the team at Southwest Properties.

Hours of Work: 24-hour operation, with 12-hour shifts rotating between days and evenings (backshift)

Work Location: Concierge desk, with rounds of entire complex required

General Workplace Conditions/Demands: The Concierge can encounter periods of high stress, sitting for long periods; occasional heavy lifting

Equipment and Workplace Aids: On a regular basis the Concierge will utilize various security and entry systems and computer system

External Factors/Health and Safety: Weather (seasonal duties) and resident issues are factors in the completion of the duties. Safety hazards can be large crowds and irate residents

Minimum Training Required: High School education; diploma in hospitality would be considered an asset

Minimum Experience Required: 3-4 years in a similar role to be proficient; service industry; security

Special Skills/Training Required: Customer service/sales training; Recertify Saint John's Ambulance Certificate in CPR as necessary

Proficiency (on the job): Can take up to three months to be proficient on the job

Knowledge and Skills Required:

- Ability to perform assigned duties with minimal supervision
- Proficient computer skills including Microsoft Office
- Strong multi tasking and organizational skills
- Proven ability to plan, organize and prioritize work
- Strong attention to detail with a high level of quality
- Exceptional customer service
- High degree of confidentiality and reliability
- Polished and professional appearance

Commitment to DE&I: Southwest Properties is committed to attracting and retaining a diverse team, who values your experiences, perspectives and unique identity. We are committed to creating and maintaining an environment that is inclusive, equitable and welcoming.

How to apply *If you are interested in this exciting opportunity, please forward your resume and cover letter to our Human Resources Team: Southwest Properties Limited, 1475 Lower Water Street, Suite 100 Halifax NS, B3J 3Z2. resume@southwest.ca*

Thank you for your interest in Southwest Properties. Only those chosen for an interview will be contacted.