



## Concierge

**Permanent Full Time & Part-Time Positions in one of our Home: Richview Manor**

### **Enjoy the enriched scenery at Richview Manor!**

We invite you to view the wonderful opportunities that await you at this stunning Maple location. We are always on the quest to compliment our team with new and motivated staff to care and serve our guests. As part of our team you will continue to grow and learn in the fine art of caring/assisting our residents in an enriched ambience. The successful candidate must be outgoing, energetic and a team player.

#### **RESPONSIBILITIES**

- Participates in staff development, safety quality assurance, environment and infection control programs.
- Deals courteously with staff, residents, resident families and visitors.
- Takes prospective residents and other interested persons on tours of the retirement residence if necessary.
- Completes daily, weekly and monthly duties as per policy.
- Participates in Fire Safety and Mock Disaster procedures.
- Answer call bells and assist where necessary.
- Adhere to all established policies and procedures.
- Assist with arranging transportation for residents.
- Report all accidents or incidents involving residents, families, visitors, personnel to General Manager or Designate.
- To be on the front line and greet, listen and complete residents, family and clients requests with a smile.
- To provide support as well as supply business information and services.
- To handle messages, mail and flow of information.
- To book and deal with room availability and answer our queries.
- Since the role of a concierge is highly visible and the concierge desk is often the first and the last to be seen by the guests, the importance of "carrying oneself properly" is highly stressed.
- The job requires to be in good health and physically fit. It also requires having lots of initiative and the ability to carry more than one task at a time.
- To deal with many aspects of our social, personal and confidential life.
- To be able to deal with multiple and stressful situations, recognizing it's also exciting, challenging and rewarding. Their main pleasure comes from helping people and turning situations around.
- Assisting with admission and discharge of residents when required.
- Assist with maintaining accurate records for "extra charges" if applicable.
- And other duties as delegated by the General Manager or Designate.

- Aware of roles and responsibilities under the Occupational Health and Safety Act.

## **QUALIFICATIONS**

- Experience in geriatrics and hospitality management
- Well organized and business Savvy
- Knowledge of the homes operational offerings
- Warm and positive approach to problem solving
- Great communication skills both written and oral
- Exceptional delivery of Customer Service
- Willingness to update and keep current their knowledge of changing regulations, practices and procedures
- Discrete, tactful and diplomatic
- Team player
- Ethical, and honest
- Good knowledge of computers and Microsoft & programs are a necessity

## **CLOSING DATE**

*Interested applicants may forward their resume in confidence to the attention of:*

**Fax: 585- 5555**  
**Magdalena Di Maria**  
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**We thank all applicants and will only communicate with those  
Candidates that will be interviewed.**