

**Location: Henderson, NV**

Professional Community Management of CA, Inc. (PCM) is seeking a **Part- Time Concierge (Seasonal)** to join our growing team. Under minimal supervision, greet and assist the public as walk-ins with helpfulness and courtesy; direct visitors to the proper individual, facility or event, and coordinates courier bag pick up.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Meets the public and answers questions.
- Prepare the courier bags for all outgoing mail to the corporate office.
- Insures that relief personnel are properly trained on procedures and courtesy.
- Inputs completed work order information into AS400 as requested.
- Advises package recipient when delivered packages are received at reception area.
- Provides general clerical work for co-workers as time permits.
- Acceptance of payments for use of the Lodge facilities (guest passes) as well as Solera resident activities.
- Assist with presentations as needed.
- Assist the Director of Lifestyle with the assignment of job duties to Recreation Assistants and Facility Monitors.
- Opening and distribution of incoming mail.
- Creates and maintains procedures and bookkeeping systems for the reception desk.
- Provides residents with information on current and scheduled Lifestyle events.
- Monitors event schedules for conflicts.
- Accepts advertising information for insertion to the community newsletter.
- Signs all vendor service work orders/ completion of work acknowledgement forms.
- Maintains and updates interest group lists.
- Knowledgeable of the whereabouts of fellow employees at all times.

The preceding functions have been provided as examples of the types of work performed by employees assigned to this job classification. Management reserves the right to add, modify, change or rescind the work of different assignment positions.

**NON-ESSENTIAL RESPONSIBILITIES:**

- Communicates with Facility Monitors and/or Recreation Assistants via two-way radio as needed.
- Available to perform assigned duties; consistent, friendly and helpful attitude with both clients and co-workers; minimal client complaints; accurate production of work; meets deadlines.
- Assist with other jobs and other duties as necessary.

**QUALIFICATIONS:**

- Two years of prior customer service experience. Educational attainment equivalent to high school graduation.
- Prior training or coursework in community relations.
- Knowledge of community association practices; skill in the operation of computer terminal software applications programs such as Word and Windows; effective written and verbal communication with management, staff, residents, contractors and vendors; organize, prioritize and complete tasks independently.
- This employee may be expected to work extended hours or overtime.