



POSITION DESCRIPTION

Position Title	Alondra Residences Concierge
Department/Team	Retirement Living
Classification	Clerical
Instrument	Lutheran Services (QLD) Enterprise Agreement
Reports To <i>(Position)</i>	Zion Service Manager
Direct Reports <i>(Positions)</i>	Nil
Last Date Updated	July 2020

Main Purpose/ Primary Objective	<p>The purpose of the Concierge role is to ensure the Alondra Residences vision for an active, engaged and well supported retirement living is brought to life. The concierge will be responsible for the following.</p> <ul style="list-style-type: none">• Facilitating easy access to a range of health, wellbeing, lifestyle, and Home Care services.• Delivering an active and vibrant social calendar.• Create a supported living community that enables residents to live an independent and vibrant life for as long as possible.• Actively making residents every day easier by adopting a 'yes' mindset when responding to requests for support or assistance - be that for convenience, social, health, well-being or supported living reasons.• Building a positive, vibrant, and connected community.• Ensuring residents always feel supported and safe.• Providing easy and timely access for residents to maintenance services.• Ensuring a clean well-maintained facility and gardens.
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Key Accountabilities/Key Result Area
<ul style="list-style-type: none">• Understanding resident's needs and providing them with personalised solutions.• Acquire extensive knowledge of the building, nearby venues, local services, and facilities to inform program design and to provide recommendations to residents.• Assist residents in arranging events, appointments, excursions, transportation, reservations, tickets, and domestic services, etc. upon request from residents.• Driving the Alondra vehicle to deliver an in-house transport service.• Running simple and quick errands for residents such as carrying groceries and dropping off



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parcel deliveries,

- In collaboration with residents, develop a regular calendar of events, lifestyle, and wellness activities that will include facilitation of after-hours and weekend events for residents.
- Contribute to the creation of a vibrant community by coordinating inhouse events and facilitating communication and connection among residents.
- Regularly surprise and delight residents with simple gestures of support when they need it most.
- Respond to and resolve all issues or complaints in a reasonable timeframe.
- Act as a conduit between residents and other Lutheran Services staff members to facilitate access to services such as Home Care, home delivered meals and maintenance,
- Maintain regular contact with all residents, staying up to date with resident's health, wellbeing and lifestyle needs,
- Maintain contact information and emergency contacts for all residents,
- Keep a record of resident absences from Alondra,
- Support the Marketing and Communication Team by attending sales events, assisting with tours, and advocating for Alondra Residences,
- Support the broader Zion community through active participation in community events and activities and through active advocacy of Alondra Residences through the Zion Heads of Department
- Ensure smooth transition for new residents and departing residents.
- Undertake administrative tasks and additional duties associated with the role as requested by the Service Manager.
- Assist in maintaining Alondra and all its facilities by:
 - conducting regular rounds of all vacant apartments and common areas to ensure everything is in working order and clean
 - responsibility for ensuring the common areas are kept clean and tidy
 - advising the building maintenance team immediately if additional maintenance, cleaning, repairs, and services are required.
 - Manage the sign in process, access and master key register for tradespeople entering Alondra Residences.

Key Relationships/ Interactions

Zion Service Manager; Bistro employees; Maintenance Team; Zion Home Care Team; residents and family of Alondra and Zion Aged Care; Lutheran Services Marketing and Communication Team, Retirement and Home Care Operations Team

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Position Requirements (*Knowledge and Experience*)

- Aptitude in resolving issues with a customer-focused approach
- Experience in the delivery of high-level customer service
- Excellent attention to detail
- Strong organisational and planning skills with the ability to use initiative and exercise sound judgment to prioritise workloads
- Highly developed written and verbal communication skills with an ability to positively influence and build strong relationships with key stakeholders
- Open Driver's License



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Culture	<p>At Lutheran Services we promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:</p> <ul style="list-style-type: none">• a learning and growing environment• a high achievement orientation• a sharing environment - information, resources, ideas and goodwill• commitment to being the best we can be• humility, fairness and openness in how we go about our work. <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.</p>
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We certify that the content of this position description is accurate:

Employee's Signature	<i>Date</i>	/	/
Manager's Signature	<i>Date</i>	/	/

NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.