



Job Description: New York City Concierge

Responsibilities and Skills:

We seek a passionate, friendly and customer service oriented candidate to work at a luxury residential building in Manhattan, NYC. Candidate should have at least 5-7 years of exceptional hospitality skills working in the field of residential properties, retail, and hospitality or charity organization.

Responsibilities:

- Responsible for meeting, greeting and directing residents and guests.
- Exceptional customer service.
- Track packages and dry cleaning items.
- Answering calls professionally and assists callers with directions or instructions for the building.
- Maintain a clean work space.
- Receive and process incoming and outgoing laundry, shipments and/or mail/packages.
- Monitor lobby traffic and alert residents to arriving guests and deliveries.
- Keeping the communal areas tidy and providing a security presence on-site.
- Maintain logbooks for visitors and contractors.
- Observe monitors for suspicious activities.
- Keep track of keys when needed.
- Assist management with request for residents.
- Must look professional and display a positive attitude.

Requirements:

- Strong interpersonal skills, as this job requires frequent interaction and communication with building residents and guests.
- Understands customer service.
- Prior experience working in a customer service industry.
- Reliable, highly organized, attention to detail, courteous, friendly, professional and amiable.
- Basic computer skills.
- Communicate to management in a in timely manner
- May be required to lift up to 30lbs.
- Eager to learn and take on responsibilities.
- Fluent in the English language.



Desired Skills and Experience:

- Proficient with Microsoft Windows.
- Strong communication skills (oral and written).
- Enthusiasm and positive, can-do attitude.
- Interpersonal skills, along with the ability to work with multiple personalities.
- Ability to work independently.
- Some front desk experience.
- Organization is a must.

The requirements and duties described above may be modified or waived by the Company in its sole discretion without notice.

Guardian Service Industries is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to, among other things, race, religion, color, national origin, sex, age, marital status, sexual orientation, gender identity, pregnancy, citizenship, status as a protected veteran, or status as a qualified individual with disability, or any other characteristic protected by applicable law. Guardian Service Industries is committed to integrity, excellence, and diversity among its employees.