



## **Concierge/Activity Aide**

**Reports to: Activity Director**

### **Qualifications**

- Previous experience working with seniors, in a retirement residence or long-term care setting an asset
- Previous experience with event planning, organizing and implementation an asset
- Excellent command of the English language, both written and oral
- Good communication and customer service skills
- Creative and highly motivated
- Able to perform physical work
- Computer Literate; especially Word, Excel and Email
- Work well in a team and be able to work independently
- Experience answering phones and providing customer service an asset
- SMART Serve certified required

### **Concierge/Activities Duties**

- Assist with planning and facilitating leisure programs, special events and recreation services that meet the psychosocial, physical, intellectual and spiritual needs of all residents
  - Encourage, promote, engage and escort residents to and from activities
  - Ensure all activity areas are clean and in safe, visually appealing condition
  - Record Resident Participation in Activity Pro
  - Facilitate happy hour and operate licensed bar area
  - Answer phones with proper phone etiquette and forward to appropriate departments
  - Communicate to other departments in person or via email
  - Answer questions and direct residents
  - Screen visitors, care providers and staff upon entry
  - Ensure Residents sign in and out
  - Clerical duties; photo copies, replacing toners, filling copy paper
  - Maintain a tidy reception area
  - Distribute mail/Parcels to residents as needed
  - Assist in calling Residents for meal options, appointment reminders, wake up calls etc.
  - Handing Cash- meal, BINGO and stamp purchases
  - Welcome Residents into the Dining Room at meal times
  - Assist in serving food and beverages during all meal times
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