

## CONDOMINIUM CONCIERGE - JOB DESCRIPTION

The regular day/evening concierges are employees of OCSCC # 769. The concierge is generally located at the Front Desk and is on duty between the hours of 7 a.m. and 3 p.m. (day shift) and 3 p.m. to 11 p.m. (evening shift). Weekend/holiday shifts and illness coverage are staffed by contracted security guards. Concierges must wear the assigned uniform when on duty.

The concierges are under the direction of the Property Manager and in accordance with the policies, practices, and job description approved by the Board of Directors. They are responsible for the duties as outlined below. The concierge works cooperatively with the Building Superintendent and the Gatehouse Guard.

### ***General***

**Education:** High School Graduate.

**Credentials (certificates, licences, memberships, courses, etc.):** First Aid Certificate, Security Guard licence.

**Experience:** 1 – 2 years minimum.

**Languages:** Fluently speak, read, and write English; Knowledge of French is an asset.

**Work Setting:** Condominium Complex, primarily at Front Desk at front doors.

**Security & Safety:** Bondable; criminal record check.

**Work Conditions & Physical Capabilities:** Works under pressure, repetitive tasks, handling parcels, combination of sitting, standing, walking, bending.

**Hours of Work:** the Front Desk is covered from 7 am to 11 pm daily. The concierge employees of OCSCC # 769 work regular weekdays and evenings, Monday to Friday.

### ***Knowledge***

- Fully conversant with security practices.
- Fully conversant with OCSCC #769 condominium rules and regulations.
- Conversant with emergency procedures required in the event of fire, flood, medical emergencies, and bomb threats.

### ***Essential Skills***

- Work with minimal supervision within clear rules and guidelines.
- Self-motivated and proactive.
- Ability to respond quickly in emergency situations.
- Ability to read text, use software packages, write clearly.
- Ability to respond knowledgeably to questions.
- Numeracy skills.
- Strong oral communication skills.
- Work well with others; strong interpersonal skills.
- Find information expeditiously as required.
- Strong observation skills.
- Strong organisation and administrative skills.

### ***Concierge Duties & Responsibilities***

GENERAL:

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- Front line person to respond to questions and concerns and greet residents, service personnel, and guests.
- In conjunction with Gatehouse Guard, responsible to maintain security of building.
- General oversight of all activity related to the common elements.

#### FRONT DESK:

- When at the front desk, open the interior door and exterior door (when possible) and greet the residents and approved guests entering or leaving the building.
- Monitor security camera screens.
- Provide access control to the building; ensure guests have been approved by the Gatehouse; screen guests who have not been approved by the Gatehouse; ensure delivery personnel stay in the front desk area.
- Act as liaison between residents and the Property Manager.
- Act as liaison between residents and the Building Superintendent for corporation matters only, not for personal or after-hours requests.
- Respond to resident inquiries as appropriate.
- Verify daily shift reports have been completed by weekend and holiday staff.
- Complete incident reports when necessary.
- Unless there is an emergency, be present at the front desk each day from 5:30 p.m. to 7:00 p.m. to welcome evening guests.

#### BOOKINGS:

- Maintain a scheduling book.
- Book tennis courts, one barbeque and/or Gazebo (for groups of 6 or more), Party Room, and Guest Suite.
- Book elevators for all moves in and out and deliveries requiring elevators to be put on service.
- Install elevator pads in absence of Building Superintendent. (day/evening shift)
- Set up pool lift for individuals requiring assistance in entering and leaving the pool; maintain log of residents/guests of RG2 using the pool lift; guests must be accompanied by the resident and the resident is responsible for guests using the pool area.

#### INSPECTIONS:

- Daily patrol of the ground floor area, fitness centre, pool, garage (Appendix A).
- Inspect Guest Suite and Party Room after events and report to Property Manager on condition; advise if special cleaning is required.
- Monitor general activities in the building as per building inspection list and grounds and report to Property Manager.
- Investigate any potential emergencies and contact Gatehouse or Superintendent as required (e.g., residents trapped in elevators, garage door malfunction, fire alarms).
- Assist Building Superintendent by answering fire phone during monthly fire alarm testing.

#### MAIL & PARCELS:

- Return undeliverable mail or mail with incorrect address to the postman. (evening shift)
- Accept and sign for deliveries and courier packages for residents (no medical deliveries).
- Contact residents to pick up parcels (evening shift).
- Store parcels for 3 days in office and then move to the parcel cage. ( evening shift)

- Complete the parcel log and obtain resident's signature for parcel pickup.
- Assist with outgoing parcels where the owner has made arrangements for pick-up at the front desk; concierges will not be rerouting mail/parcels for residents who are away from the condominium, nor do they make any payments for deliveries.

ADMINISTRATIVE: (Administrative duties should be performed at the Front Desk, not in the OCSCC #769 Office as much as possible.)

- Forward questions, concerns, or messages from the residents to the Property Manager.
- Enclose all homeowner's keys (provided to the Property Manager for emergency purposes) in envelopes; have the Superintendent or Concierge lock the keys in the secured space in the OCSCC #769 Office. (evening shift)
- Prepare monthly fire alarm notices, parcel log, notice of condominium entry, cheque return information, etc.
- Deliver hard copy condominium notices as required (evening shift).
- Copy & post notices on the bulletin boards approved by the Property Manager; remove notices after expiry date as noted by the Property Manager. (day/evening shift)
- Monitor the bulletin boards to ensure all rules and regulations are being followed. (day/evening shift )
- Receive contractor invoices when there is no Property Manager on site.
- Pass on Board requests to Superintendent.
- Communicate directions from the Property Manager to the cleaning staff as requested.
- Pass on written messages from owners and residents addressed to the Board or Property Manager.
- Return phone calls &/or emails from residents within 48 hours unless an emergency.
- Maintain a log of calls made to and from residents including date, time, and reason for call.
- Maintain Residents Directory.
- Maintain Board document binder located in the Library. (day shift)
- Routine collating and filing of condominium documents as required. (day shift)
- Program and register fobs and remotes for owners /residents.

GUEST SUITE:

- Reserve Guest Suite for Owners and RG1 residents where eligible:
  - Ensure the suite is reserved in the scheduling book; maintain current schedule for Guest Suite;
  - Ensure paper work is complete and payment has been received at the time of the booking (cheques only);
  - Provide a copy of all rules and regulations to individuals booking the suite; respond to any questions or concerns about the rules and regulations.
- Inspect the suite prior to use and determine that it is clean and appointed; if found unclean, have the cleaners return immediately.
- Inspect the suite after use to ensure it has been cleared and advise cleaners that room is ready for cleaning; if there is any damage, contact the Superintendent and Property Manager so that repairs can be made as soon as possible.
- If cancellation is made 48 hours or more prior to the first day of the scheduled booking, return the cheque to the resident and obtain a signature indicating the cheque has been returned; if cancellation is less than 48 hours notice, inform the Property Manager for a decision re cashing of cheque.

PARTY ROOM:

- Reserve the Party Room for residents, Board members, or Committees in the building:
  - Provide a copy of all rules and regulations to individuals booking the room; respond to any questions or concerns about the rules and regulations;
  - Ensure paper work (including maintaining the scheduling book) has been completed and payment (cheques only) received if reserved by a resident for personal use.
- Inspect the room prior to use and ensure it is clean; if found unclean, have cleaners return immediately.
- Inspect after use to ensure the room has been cleaned and is in proper order; report any damage as soon as possible to the Superintendent and the Property Manager.
- Set up audio/visual equipment as needed.
- If cancellation is made 48 hours or more prior to the first day of the scheduled booking, return the cheque to the resident and obtain a signature indicating the cheque has been returned; if cancellation is less than 48 hours notice, inform the Property Manager for a decision re cashing of cheque.
- Assist Building Superintendent with set up/take down of tables and chairs in Party Room for Board meetings if required.
- Make Party Room available to residents (for groups of 10 or less, the majority being residents) for short-term use if there is insufficient space in the Library for the activity. The room must be open to all residents in this situation; users do not have exclusive use.
- Ensure that the door to the Party Room is unlocked unless directed otherwise by the Property Manager.

#### ELEVATOR BOOKINGS/DELIVERIES:

- Reserve elevators for moving in or out or for residents' deliveries.
- Residents must inform both the concierge and the gatehouse staff of moves or deliveries so that appropriate arrangements can be made re elevator if needed.
- Ensure the reservation is recorded in the scheduling book.
- Meet delivery staff and inform them of rules and regulations re parking, move-in doors, and use of the elevators.
- For moves in or out or large deliveries, the residents must ensure that the garage entry door and the move-in doors are monitored at all times during the move/delivery.
- Unlock garage entrance door and move-in bay doors for deliveries; ensure they are closed when delivery is complete.
- Ensure pads are placed in the elevator; if pads are not present, contact the Superintendent to set them up.
- Put elevator off service and place sign notifying residents re the delivery/move.
- Put elevator back on service when complete.

#### SECURITY:

- Monitor CCTV cameras and recover footage of incidents as required.
- Complete building patrol as per Appendix A (attached).
- Receive contractors, service staff, etc., and distribute fobs if required. Contact Building Superintendent when needed.
- Check fob readers and restore if not functioning. Report if required.

#### TRAINING

- Train new security staff members for full day shifts using prepared training notes.
- Provide notes and memos for replacement concierge staff.
- Provide feedback to the security company re concierge coverage.

## Appendix A - Building Patrols

### Patrol A-level of Garage

1. Unlock the garage main door (for contractors) and check that door does not remain open after contractors have departed.
2. Unlock east and west move-in bay doors for a move/delivery. Ensure doors are closed when not in usage.
3. Check both east and west fob readers and that the door is closing properly; report any mechanisms that are not functioning.
4. Check all pipes, ceilings, walls for water leaks or anything abnormal. If anything is found, report to the Building Superintendent/Property Manager.
5. Check that building maintenance or contractor equipment are causing no barriers or damage; report any incidents.
6. Report all illegally parked vehicles to the Property Manager. (evening shift)
7. Report parking spots that have non-permitted items in them (e.g., tires).(evening shift)
8. Check all vehicle spots for oil leaks; if damage is being done to the membrane, notify the Property Manager and Building Superintendent. The owner of the vehicle should be asked to move the vehicle. (evening shift)

### Patrol B-Level of Garage

1. Check the RG2 access to the underground link. Check both east and west fob readers and that the door is closing properly; report any mechanisms that are not functioning to the Property Manager.
2. Have cleaners sweep/mop floors if necessary.
3. Check the bicycle room. Report if floor is not relatively clean and dry. All bikes should have a registration on file; report bikes not stored properly or any items that should not be in the bicycle room. (evening shift)
4. Check all pipes, ceilings, walls for water leaks or anything abnormal. If anything is found, report to the Building Superintendent.
5. Check that building maintenance or contractor equipment are causing no barriers or damage; report any incidents.
6. Report all illegally parked vehicles to the Property Manager. (evening shift)
7. Report parking spots that have non-permitted items in them (e.g., tires). (evening shift)
8. Check all vehicle spots for oil leaks; if damage is being done, notify the Property Manager and Building Superintendent. The owner of the vehicle should be asked to move the vehicle. (evening shift)
9. Check Hobby Room and Workshop. Report lockers that are locked but not registered. Check that there is no suspicious activity or damage to area. Notify residents and staff when necessary. (evening shift)
10. Check locker rooms with Sump Pumps in them. Report if pumps are not functioning properly. Report any alarms, flooding, or questionable activity to the Building Superintendent.
11. Check that all rooms are relatively clean and that fob readers are functioning.

### Patrol Main Level

1. Patrol main floor area, including mail areas, move-in bays and doors, library, fitness room, games room, change rooms.
2. Check all garbage cans and report any that are overflowing.
3. Check that mail signs are labelled correctly. Residents should not change these signs. (evening shift)
4. Check fob readers to ensure they are functioning properly; report any concerns.
5. Check concierge room; ensure room is clean and tidy. Washroom should be clean; have cleaner(s) go in if necessary.
6. Check cleaner's room. Ensure everything appears normal.
7. Check that Party Room is clean. Check kitchen area and ensure cupboards are locked. Check fridge. Check emergency door. Check general appearance of room. Have cleaner(s) go in if necessary.
8. Check that Guest Suite is clean (if not occupied). Check washroom, coffee machine, and linen/laundry. Check that lights are functioning. Check phone to make sure it is working. Check garbage and ensure TV is off. Have cleaner(s) go in if necessary. Report any concerns for remediation.
9. Check gym. Ensure lights are working. Make sure there is a generous supply of cleaning products. Check temperature and air conditioning unit. Have cleaner(s) go in if necessary. Report any concerns.
10. Check change room (gender specific). Check that lights are functioning and room is clean. Have cleaner(s) go in if necessary.
11. Check pool. Check fob reader and emergency phone. Make sure pool storage room is locked properly. Check that pool water level is normal. Ensure nothing is blocking emergency exits. Pool lift should be covered.

### **Outdoor Patrol (Seasonal/Weather Permitting)**

1. Patrol pathway around the buildings.
  2. Check BBQ area.
  3. Make sure tennis court is locked.
  4. Report any malfunctions with the remote door openers.
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