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**POSITION DESCRIPTION**

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**JOB TITLE:** Concierge (Part-Time)

**DEPARTMENT:** Guest Services

**REPORTS TO:** Assistant General Manager

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**ESSENTIAL PURPOSE:** To provide information and assistance to hotel guests, to ensure customer satisfaction and enhance the professional image of the hotel.

**ESSENTIAL DUTIES:**

- To understand and respond to all guest needs and requests in a timely and professional manner.
- To solicit and obtain information from guests that will be of assistance in providing personalized service and responding to all guest needs.
- To develop and maintain a comprehensive knowledge of the local area, to be able to provide hotel guests with information regarding location, cost, and hours of operation of local services, facilities, and other points of interest.
- To actively promote guest use of hotel services and facilities.
- To follow all specified procedures to administer the affairs of the Concierge desk, including sending out parcels and mail; typing and distributing welcome letters; and recording daily information line.
- To develop and maintain a comprehensive knowledge of local activities, points of interest, and other resources.
- To actively promote the hotel's services and facilities to visiting guests.
- To monitor cleanliness and appearance of front lobby and surrounding rooms, immediately reporting deficiencies to the Director of Housekeeping.
- To provide special presentations for group functions, as directed.
- To put out to bid, annually, all major vendor supplies needed for the concierge function.

- To follow all specified procedures to correctly handle cash.
- To process and deliver guest mail and packages.
- To transmit and deliver facsimiles to guests in a timely and expeditious manner.
- To be available to work irregular hours, including evenings, weekends and holidays.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others.
- To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** High school diploma or equivalent required. English fluency required. Foreign language ability helpful. Must have minimum two years experience in a customer/guest service and/or public contact related job. Must be computer literate and be familiar with WordPerfect and Landmark and be able to use a photocopier and facsimile machine. Previous hotel concierge experience preferred. Must have strong general office skills, and display knowledge of currently accepted business telephone etiquette.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

**WORKING CONDITIONS:** Works throughout shift in temperature-controlled, clean, and well-lighted front lobby of hotel.

**PHYSICAL DEMANDS:** Stands at desk for extended periods for approximately 90% of shift. Stands/walks approximately 10% of shift. Constantly required to interact with people of all kinds in a courteous, helpful, and diplomatic manner. Frequent use of stairs. Bends, climbs, stoops, and lifts to perform routine job tasks. Occasionally required to handle and move objects weighing up to 40 lbs. over short to moderate distances. Heavy use of phones, daily.

**IMPACT OF DECISION:** Decisions directly impact customer service and the public image of the hotel. Poor decisions may result in customer dissatisfaction and loss of revenues, due to unprofessional manner, lack of follow through, unsafe work practices, or improperly handled customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Part-Time and, upon completion of the Introductory Period, the employee is eligible for certain benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**NON-EXEMPT POSITION:** Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_