



# Community Rebuilders

An Equal Opportunity Employer

## Client Concierge

Part Time, Hourly, Non-Exempt

### About the Carlton Lofts:

Carlton Lofts has revitalized a long-vacant building into a vibrant, affordable housing community for 40 individuals moving on from homelessness. This project features a blend of permanent and temporary housing within a co-housing model, fostering a supportive atmosphere that prioritizes safety, respect, and dignity.

### Summary

The Client Concierge acts as the welcoming face of the Carlton Lofts, assisting residents and guests while ensuring a safe and orderly environment. This role is key to managing property access, resident support, and community engagement.

### Essential Functions:

- **Welcoming and Assisting Residents and Guests:**
  - Greet residents and visitors warmly, providing information, guidance, and general assistance as needed.
  - Assist residents with daily needs such as receiving packages, coordinating transportation, or navigating shared spaces.
  - Serve as the initial point of contact for residents, answering questions, addressing concerns, and ensuring that shared spaces (e.g., common kitchens, lounges) are orderly and well-maintained.
- **Maintaining Community Atmosphere:**
  - Engage with residents to build relationships and foster a sense of belonging and respect.
  - Facilitate informal check-ins with residents to identify any support needs and communicate feedback to the program manager and Housing Team.
  - Encourage resident participation in community activities and events, contributing to a vibrant, supportive atmosphere.
  - Assist with food provisioning and services as needed.
  - Complete daily activity log to inform the team on resident, facility needs, and developments.
- **Safety and Security Oversight:**
  - Monitor entry and exit points to ensure controlled access while maintaining a friendly, welcoming demeanor.
  - Respond to incidents calmly and constructively, focusing on conflict mediation and resident well-being.
  - Coordinate with on-site staff to ensure safety measures are upheld, without creating a restrictive or overly monitored environment.
  - Provide assistance and management of access codes/Cards.
  - Conduct quarterly fire drills and ensure the safety of the facility and visitors.

- Address any behavior issues that create disharmony or upset the reciprocal environment, or other non-productive behaviors.
- Document and notify management of concerns, potential workflow problems, and any exceptions to policy that can impact program security, or integrity.
- Maintain working knowledge of fire, safety, and health standards to assure a safe environment for all.
- **Facility Upkeep and Coordination:**
  - Ensure that common areas are clean, accessible, and inviting for residents and guests.
  - Communicate maintenance or facility issues to the appropriate staff to ensure prompt resolution.
  - Contribute to a positive living environment by modeling respectful, collaborative behavior and reinforcing the Good Neighbor Policy.

### **Core Competencies**

- **Hospitality Skills:** Demonstrated ability to engage residents and guests in a warm, respectful, and supportive manner.
- **Conflict Mediation:** Ability to de-escalate situations and mediate conflicts, emphasizing communication and understanding.
- **Adaptability:** Capable of managing diverse tasks and resident needs while maintaining a professional and positive attitude.
- **Community Engagement:** Strong interpersonal skills with a passion for fostering community and building positive relationships among residents.
- **Communication:** Excellent written and verbal communication skills, with the ability to interact effectively with diverse groups of people.

### **Required Minimum Qualifications**

- Previous experience in hospitality, concierge services, or resident support preferred.
- Demonstrated interpersonal skills, treating all individuals with dignity and respect.
- High school diploma or equivalent required
- Flexibility to work evenings, weekends, and holidays required
- Valid Michigan Driver's License (if applicable).
- Ability to work under minimal supervision, use independent judgment required
- Demonstrated ability to handle confidential and sensitive information.
- Demonstrated flexibility and personal integrity.
- Ability to work effectively with support agencies and people of various social, and economic cultural backgrounds.
- Ability to be "on call," when necessary.
- Certified in First Aid and CPR. (Must earn certification within 180 days of hire.)

### **Essential Physical Duties**

Must be able to perform physical activities, such as lifting up to 50 lbs unassisted, standing, and walking for extended periods.