



Community Rebuilders

An Equal Opportunity Employer

Client Concierge

Full-Time, Part Time, Hourly, All Shifts, 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.
 - Maintain cleanliness of outdoor areas such as courtyards, flower beds, parking lot, etc.
 - Turnover/clean rooms for new residents when former residents depart from facility.
 - 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.
 - SDS-OSHA 3514 training is required to be completed within 6 months of employment

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.