



Bethesda Home of Aberdeen  
Bethesda Home

## **Job Description**

**TITLE: Concierge**

**DEPARTMENT:** Activities

**SUPERVISOR:** Director of Activities

### REQUIREMENTS AND QUALIFICATIONS:

**Education:** High School education or equivalent.

**Experience:** None. On the job training provided.

### JOB SUMMARY:

The primary purpose of your job position is to maintain the visitor protocol including applying any changes to the policy as they occur from the Administrator.

### DUTIES AND RESPONSIBILITIES:

- Meet and greet resident families and visitors. Provide outstanding customer service.
- Answer phone and answer questions related to visitation policies at the facility.
- Return voice mail messages regarding visitation in a timely manner. Forward calls intended for a different department.
- Assist guests/visitors in a friendly proactive and efficient manner with appropriate follow-up, as necessary.
- Ensure screenings and proper paperwork is completed for visitation.
- Escort visitors to the appropriate location.
- Maintain the visitor logs.
- Inform visitors of the visitation policies and procedures.

### JOB EXPECTATIONS:

- Follow established safety precautions when performing tasks and using equipment and supplies.
- Assure that work performance is to the best of ability and effort.
- Be accountable for use of time.
- Adhere to work schedules as closely as possible including time and attendance. Proper notification of an absence is essential.
- Exhibit a clean, neat, and professional appearance. Adhere to the appearance and dress codes of the facility.
- Assure that work/assignment areas are clean and that equipment, tools, supplies, etc., are properly stored at all times, including before leaving such areas for breaks, mealtimes, and end of the workday. Assure that assigned work areas are maintained in a clean, safe, comfortable, and attractive manner. Report all hazardous conditions or equipment.
- Assure that established infection control practices are maintained at all times.

- Must be able to deal tactfully with co-workers, residents, family members, visitors, government agencies and the public.
- Follow established department and facility policies and procedures.
- Complete proper reports and forms when required as established by department and facility policies and procedures and/or as requested.
- Report all accidents/incidents.
- Handle unanticipated events in a professional and calm manner.
- Must work harmoniously with residents and with other staff in all departments.
- Must represent facility in a calm and pleasant manner.
- Attend and participate in in-service educational classes, departmental meetings, staff meetings, and committee meetings.
- Maintain the confidentiality of resident, physician, and co-worker information.
- Honor the residents' personal and property rights.

#### PHYSICAL DEMANDS:

Must be able to move intermittently throughout the workday.

Must be able to speak and write the English language in an understandable manner.

Must be able to cope with the mental and emotional stress of the position.

Must be able to see and hear or use prosthetics that will enable these senses to function adequately to ensure that the requirements of this position can be fully met.

Must function independently and have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.

Must meet the general health requirements set forth by the policies of this facility.

Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and, at times, hostile people within the facility.

May be necessary to assist in the evacuation of residents during emergency situations.

#### **Reasonable Accommodation Statement**

Consistent with the Americans with Disabilities Act (ADA) and state civil rights law, it is the policy of Bethesda Home of Aberdeen to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact the Human Resources Department at 605-225-7580, [lynnwanner@aberdeenbethesda.org](mailto:lynnwanner@aberdeenbethesda.org).

## **ACKNOWLEDGMENT**

I have read this job description and fully understand the requirements and expectations set forth therein. I hereby agree to abide by all standards, policies, and procedures of the facility. This job description is intended to convey the general scope of the major duties and responsibilities inherent in this position. Other tasks not listed may be assigned. Periodic revision may be necessary to reflect changes in expectations placed on long term care by various governmental agencies.

I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself and that such termination can be made with or without notice.

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Date

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Signature – Concierge