

POSTING



BUILDING CONCIERGE WORKER

Available Positions:

Permanent Full Time (35 hours per week)
Monday to Friday - 12am to 8am

Permanent Part Time (14 hours per week)
Saturday and Sunday - 12am to 8 am

Ted Kuhn Towers

Ted Kuhn Towers consists of two residential buildings (a high-rise and low rise) located in the heart of Surrey. These buildings provide safe and affordable housing for a diverse tenant base who are low income and who may have experienced abuse, poverty, grief and loss, oppression, violence, mental health, addictions, and/or complicated physical health issues. These buildings are more than just a home for many; they are a community.

The Building Concierge Worker (BCW) performs a variety of duties, including: greeting residents and registering their guests, providing information and customer service support, monitoring safety and security of the buildings, and administrative tasks as required. The BCW will also engage with residents and guests as needed and act as a conduit for access to other services across the Ted Kuhn Towers team and in the community.

KEY DUTIES AND RESPONSIBILITIES

1. Applies a compassionate, strengths based and welcoming approach to monitoring the main front entrance and access to the building.
2. Monitors security cameras and all common areas within and outside of the buildings.
3. Patrols buildings and perimeter with a shift partner, as assigned, to ensure personal, building, and equipment security.
4. Watches for and reports irregularities, such as security breaches, safety hazards, and emergency situations.
5. Contact and assist emergency responders, such as police, fire, and/or ambulance personnel, as required.
6. Performs a variety of administrative duties, including report writing and answering calls.
7. Maintains daily journals and logs of all interactions with residents, contractors, and community agencies as well as first responders.
8. Provides written reports on shift activities, including comprehensive reporting related to incidents.
9. Posts notices or communications as directed by supervisor.
10. Maintains an up to date knowledge and database of community services and information.

NOTE: Applicants not selected for an interview will not necessarily be notified.

Options Community Services Society is an equal opportunity employer committed to hiring a diverse workforce.

Posted: 07/27/2020

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11. Represents the organization and program in a respectful and professional manner at all times.

QUALIFICATIONS

Education, Training and Experience:

- Secondary school diploma and 1 year experience working in a social service setting or an acceptable combination of education, training and experience in the social service sector.
- Experience working or volunteering with marginalized populations, including those living with mental illness/addiction/and homelessness challenges.
- Proficiency with English, both oral and in written form.
- WHMIS and First Aid Certificates.

Job Skills and Abilities:

- Strong interpersonal and communication skills; including sensitivity to diverse backgrounds. Being a good listener is critical to communication in this role.
- Friendliness; the BCW is the first face of the organization and must be very welcoming to provide a positive experience for our residents and guests.
- Ability to analyze problems and develop appropriate solutions in a timely manner.
- Ability to work with a variety of residents. Demonstrates understanding of oppression and marginalization as related to homeless individuals.
- Organization is a key component as this role will be required to multi task in a busy environment without losing composure.
- Ability to identify an emergency and respond appropriately.
- Performs other related duties such as assigned.

* An eligibility list will be maintained for up to 6 months. [Eligible applicants may be offered a casual position]

COMPENSATION: \$21.75/hr

CLOSING DATE: Resumes will be reviewed starting August 3, 2020 but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Email: tk.employment@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21592], your preferred position, and outlining your qualifications and related experience for the position.

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