

We're Hiring!

Posting:  
A21770

**Building Concierge**  
Full-Time (35 hours per week)  
Part-Time (14 hours per week)

**Ted Kuhn  
Towers**

### Options Community Services Society

We are a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

We envision a healthy community as a safe and clean environment where we all have a sense of belonging. It is a place where each of us has the opportunity to work and learn, and to develop and realize goals that are meaningful and fulfilling.

Part-Time: Saturday and Sunday; 8:00am - 4:00pm  
Full-Time: Monday to Friday; Overnight 12:00am - 8am

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

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

Posted: 21-Mar-24

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

## QUALIFICATIONS

### Education, Training, and Experience

#### The candidate must have:

- 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.

#### Knowledge 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.

***Successful candidates will be required to provide a current and satisfactory Criminal Reference Check/Vulnerable Sector Search preceding your start date.***

***Applicants with lived experience are strongly encouraged to apply.***

**CLOSING DATE:** Resumes will be reviewed starting **March 30, 2021** but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Divender, Program Manager  
Options Community Services Society

Email: [tk.employment@options.bc.ca](mailto:tk.employment@options.bc.ca)

Please include a cover letter indicating the posting number [**#21770**] and detailed resume outlining your qualifications and related experience for the position.

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