

We're Hiring!



BUILDING CONCIERGE WORKER

Posting Requisition	<i>A22078</i>	Program	<i>Ted Kuhn Towers</i>
Job Type	<i>Permanent, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week (4:00 pm-12:00 am)</i>	Closing Date	<i>Open Until Filled</i>

Options Community Services is 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.

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, dealing with pest control, and administrative tasks as required. The successful candidate will need to be detailed in taking notes for the daily logs, working under stressful situations between clients and towards staff. They 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.

ACCOUNTABILITIES

- 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.
- 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.
- Conducts risk assessment and accident/incident investigations and take appropriate actions
- Performs other duties, as assigned.

QUALIFICATIONS

Education, Training, and Experience:

- Secondary school diploma and minimum one-year experience working in a social service setting. A combination of education, training and experience in the social service sector will be considered.
- Experience working or volunteering with marginalized populations, including those living with mental illness/addiction/and homelessness challenges.
- Proficiency in English (both oral and written).
- WHMIS and First Aid Certification is required.

We are an equal opportunity employer committed to hiring a diverse workforce

Posted: 22-May-27

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Skills and Abilities:

- Have a strong working knowledge of social issues impacting the delivery of housing, health and social services programs.
- 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.
- Able to walk multiple flights of stairs.

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.
- Applicants may be required to provide proof of Covid -19 vaccination.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.*

PLEASE APPLY TO: Divender Rai, Program Manager
Options Community Services Society
Email: tk.employment@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22078] and outlining your qualifications and related experience for the position.