

Position Description

Title	Senior Concierge Coordinator	Date Prepared	1.6.26
Reports to	Reception & Concierge Supervisor Hospitality Manager	Approved by	HR

POSITION SUMMARY

This role provides Concierge service support and assists to oversee the arrival process for EY employees, clients & visitors including visitor management; escorting & welcoming daily arrivals, managing booked & adhoc services, liaising with reception in support of the daily arrivals both individually or larger groups.

Visitor Management includes, managing secure access to the client floors, security & access controls, parking & lift management: maintain cleanliness of the lobby & common areas; and provide administrative support as required. These accountabilities support and maintain the delivery of essential services required by One Service, EY employees, internal & external clients within EY daily.

KEY RESULT AREAS

Service & Client Experience

You will develop a close working knowledge of our client's organisation to understand their business needs.

You will support strategies to meet client service & arrival requirements, providing regular feedback to EY employees, key client contacts and maintaining a dynamic and committed continuous improvement approach. You will maximise opportunities to reinforce TWG / EY's value added service capability and build positive client relationships and customer loyalty.

- Establishes and sustains a productive relationship with key client contacts through day-to-day contact. This includes return clientele and EY employees daily.
- Actively represents TWG as a professional, responsive, and committed partner to the success and continuous improvement of the contract.
- Actively supports the importance of safety & security in an assured, welcoming & efficient manner.
- Is available to the client to discuss in an open and collaborative manner any concerning issues and takes ownership over ensuring solutions are promptly actioned.
- Communicates effectively with Once Service, clients and EY employees to foster an environment of trust which promotes understanding of our shared yet effective work outcomes.
- Ensuring that your team follows proactively the service recovery process & related service-based SOP's on a daily basis.
- Proactively demonstrates both positive verbal and non-verbal body language examples as part of the service experience.
- Communicates effectively with clients to foster an environment of trust and in a manner, which promotes understanding of effective work outcomes & approachability.
- Adheres to & supports the client experience journey & service touchpoints within this service model.
- Proactively suggests service standard changes if required based on client's feedback, observed efficiencies or to support a client directive or change in direction.

Concierge Lobby & Visitor Management

- The responsibilities of the role are, but not limited to:
- Provides personal visitor management experience to all external clients, EY employees and visitors.
- Personally, manages the escorting & induction service to site for all daily arrivals.
- Effectively supports all lobby management duties in peak demand periods.
- Provide support to all departments ensuring successful service delivery & promotion of all on-site & lobby activations.
- Develops a close working relationship throughout the key contact & base building network to ensure the ability to delivery efficient & authentic client services.
- Provide Reception & Once Service support in a timely, efficient, and effective manner.
- Maintain a strong understanding of building facilities and amenities (Base building & EY).
- Maintain a strong understanding of other support teams including OneService and IT, internal floor allocations, activations and initiatives and key members of local leadership.

Reception & Concierge Administration

- Maintains an orderly work area both front and back of house.
- Complete accurate reporting when required. Participate with observations & feedback that might be of value.
- Provide or facilitate event Host support including client registration and adhoc requests.
- Supports the use of the Guest recognition program, SMS messaging, security & access administration duties, parking management, email management, phone enquiries, reserve & bookings support for other service areas such as cafés or bar areas.
- Complete daily shift log entries and daily handover communication.
- Report all service recovery opportunities.
- Complete efficiently the open and close checklist duties within the required timeframes.
- Ensuring signage in the lobby (EY Low Rise Area) is up to date and relevant (e.g. food menus, promotional material).

WH&S Policies and Procedures

- Understanding and comply with company WH&S policies and procedures - Hazard Identification Book, Toolbox meetings, Maintenance Reports etc.
- Attend Toolbox Meetings.
- Attends all training & has strong knowledge of all crisis management, egress & evacuation procedures.
- Successful completion of safety induction both on-line and classroom-based training.
- Successful completion of all safety culture weekly checks and the logging of adhoc maintenance and safety issues if they arise.
- Triage and escalate requests as needed via the defined escalation matrix.

KEY RELATIONSHIPS:

Internal

- Immediate team members
- One Service
- IT
- Reception & Central Reserve
- F&B Team
- Hospitality Manager
- Client Experience Manager
- Oceania Hospitality Manager
- WPS Site Manager

- EY clients and staff
- Other staff of Trippas White Group

PERSONAL SPECIFICATIONS:

Qualifications

Essential

- Experience in leading a front faced high paced hospitality/service environment.
- Experience in leading hosting services, venue arrivals, event/hospitality supervisory roles in other like environments.
- Experience in reception, reservation & concierge services.

Desirable

- Certificate in Hospitality Management or similar.

COMPETENCIES:

Skills

- Computer – Word, Excel, Hotel / Event Management System.
- Spoken communication: able to clearly present information through the spoken word.
- Policy and procedure: able to relate to routine operations in a manner that is consistent with existing solutions to problems; conform to established policies and procedures.
- Written communication: able to write clearly, and effectively present ideas and to document activities; to read and interpret written information; construct letters.
- Organisation and planning: able to organise or schedule people or tasks.
- Ability to manage conflict resolutions and service recovery with a positive mindset and solutions-based attitude.

Knowledge

- 3 years of applicable experience in similar business function
- Basic understanding of the dynamics of a multi-faceted financial services organisation or similar.
- Understanding of reception & concierge services, function & event organising and delivery.

Behavioural Attributes

- Personal Effectiveness / Interaction – Self manages in accordance with the TWG vision, demonstrates diplomacy when dealing with challenging situations.
- Strong teamwork, supporting colleagues both within and outside immediate teams in the achievement of TWG business objectives.
- Results Orientated / Execution – Good organisational and problem-solving skills. Demonstrates ability to handle multiple tasks simultaneously, with a sense of urgency.
- Practices continuous improvement by constantly reviewing processes and output to improve deliverables both self and customer.
- Balancing conflicting priorities – Identify and manage conflicting priorities.

COMPANY VALUES

TEAMWORK:

We recognise that by working together, with each other and with our customers, we can achieve more than by working individually. Supporting each other is vital to what we do. Our Shared sense of purpose enables us to deliver the best results.

RESPECT:

The core of our success relies on respect for each other and for our customers. We're open and honest in the way we communicate. Trust, fairness and integrity governs how we behave.

LEADERSHIP:

We set the highest standards and lead by example. We generate new ideas that become industry benchmarks. We use our initiative to achieve these goals for our customers and ourselves.

COURAGE:

We're always looking for better ways to do things. We're not afraid to develop new ways to provide better results for our customers. We face new challenges with confidence.

ACCOUNTABILITY:

We're known for getting on with the job and seeing it through to the end. Learning from our mistakes is what helps us to improve. We always take our responsibilities seriously and act ethically.

PERFORMANCE STANDARDS

- Performance Standards will be measured based on the Key Result Areas listed above, identifying levels of standards with a measurable outcome.
- Performance Standards are described in the accompanying performance standard document and will be discussed on the commencement of employment.

Acceptance

I, _____, have read and understood the responsibilities contained within this document.

I understand that this position description is a broad reflection of my responsibilities and goals and not a prescriptive list of every task I will perform throughout the course of my employment. I agree to this position description being revised on a regular basis to ensure relevance, currency and appropriateness.

SIGNATURE: _____

DATE: _____