

## **JOB TITLE: LOBBY ATTENDANT**

### **ROLE AND RESPONSIBILITIES**

As a Lobby Attendant with Blackwell Professional Support Services, Inc., you will work in collaboration with our Operations Department and the Property Manager to oversee a physical property, assist the needs of residents/tenants, and visitors with high-touch customer service, collaborate with third party vendors, and meet the demands of the property. The position reports directly to the Lead Lobby Attendant. Additional duties are outlined below:

- Provide excellent customer service to clients, vendors, and visitors
- Work with supporting departments to address issues promptly
- Ensure entrance into community is only by authorized individuals
- Maintain excellent communication and reporting
- Maintain knowledge of local businesses to best assist residents and visitors
- Ensure privacy and confidentiality of residents in accordance to policy
- Provide oversight and access for all deliveries to the property
- Additional property specific duties may be required

### **QUALIFICATIONS & EDUCATION REQUIREMENTS**

The list below is not to be construed as exclusive or all inclusive. Other duties may be required and assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 18+ years of age required
- High school diploma or equivalent (GED)
- A minimum of one-year customer service experience
- Superior organizational, follow-up, and trouble-shooting skills
- Strong written and oral communication skills
- Ability to lift 35 lbs.
- Ability to thrive in a fast-paced environment
- Be punctual and dependable
- Computer literate with a focus on reporting
- Possess a positive, team-focused attitude
- Experience with Microsoft Office products preferred
- Ability to work weekends and holidays as needed
- Shift flexibility is desired

### **ADDITIONAL NOTES**

**THIS EMPLOYER IS AN EQUAL OPPORTUNITY EMPLOYER. IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, THE EMPLOYER WILL PROVIDE REASONABLE ACCOMMODATIONS TO QUALIFY INDIVIDUALS WITH DISABILITIES AND ENCOURAGES PROSPECTIVE EMPLOYEES AND INCUMBENTS TO DISCUSS POTENTIAL ACCOMMODATIONS WITH THE EMPLOYER.**