

# Administrative Client Concierge

## Reports to Director of Marketing

### Market Title: Client Concierge

#### Job Purpose

Serve as the front door representative of exceptional CZ values and culture to callers and guests; and to assist them with making personal connections or gathering information.

#### Duties and Responsibilities

The primary duties and responsibilities of this position include the following:

- Enthusiastically greet callers, connect people, and assist in any feasible manner
- Welcome in-person client guests and serve with warm hospitality during their visit
- Manage the relay of telephone calls to staff utilizing full potential of phone system
- Collect, log and process incoming mail
- Address/label, apply postage and otherwise process outgoing mail
- Log and distribute inbound shipping (USPS, Fed Ex, UPS, etc.)
- Address/label, weigh, apply postage and otherwise process outbound shipping
- Process, log and distribute inbound and outbound courier services
- Manage conference spaces – schedule, catering, cleanliness, furniture, and audio/video
- Seek out opportunities to assist other administrative and marketing team members
- Serve as a backup for other administrative staff in the event of absences
- Stock breakroom beverages and manage appliances
- Stock printers with toner and paper
- Other administrative and clerical duties as needed or assigned

#### Qualifications

The following qualifications are requirements of the position:

- Some hospitality, service, sales or administrative experience
- High school diploma or equivalent
- Experience using Microsoft Word and Outlook
- Excellent communication skills
- Ability to type 30 wpm

#### Continuing Education

Classes, as needed, to enhance or improve skills in programs used daily in completion of tasks.

#### Working Conditions

Daytime business hours in-office with limited flexibility.

#### Physical Requirements

The ability to carry up to 30 lbs is a requirement of the position.

*Last Update: August 2020*