



## **Lead Concierge – HSBC Place Epic Realty Partners (Alberta) Inc.**

Epic currently has \$14.2B in assets under management comprised of over 25M square feet of commercial space. This national portfolio of office, retail, industrial and multi-family properties is managed by over 100 professionals with multi-disciplined expertise including property management, asset management, mortgage servicing and property development.

HSBC Place is a significantly redeveloped LEED Gold AA Class Building adjacent to Edmonton's ICE District. Originally built in 1980, it maintains an integral connection to Edmonton City Centre shopping centre. Today, the HSBC Place is undergoing an extensive renovation, which upon completion, will be one of Alberta's most energy efficient LEED Gold AA Class buildings. With a continued reputation for outstanding service and excellence, this soon to be iconic property will also provide best in class customer service and amenities including: Conference Centre, Fitness Centre, Bike Parking, an outstanding parking ratio, private washrooms and unparalleled access to the City Centre shopping.

### **Lead Concierge**

The knowledge of a great Concierge is anticipating the needs of our Guests to ensure they have a truly memorable stay. The focus will be on building a strong sense of community by fostering and personalizing tenant relationships built on a first name basis. This guest experience and ambassador role will require the demonstration of the highest level of communication, professionalism, natural enthusiasm, proactive attitude, promptness, and a genuine passion for creating a memorable experience for tenants and visitors.

### **KEY RESPONSIBILITIES/ACCOUNTABILITIES:**

Front Facing:

- Welcome and acknowledge all guests in a warm and professional manner, anticipate and address guests' service needs, take the initiative to offer suggestions, and thank guests with genuine appreciation.
- Respond effectively to the general tenant and senior representative requests for information such as local and global entertainment recommendations, sporting event recommendations, tour reservations, ticket sourcing (airline, theatre), hotel and traveling recommendations, restaurant recommendations, promote in-house retail and services, car hire arrangements, identifying appropriate providers, etc.
- Gain a rapport with all returning and welcome them back and/or acknowledging them by name.
- Daily awareness of building activities, groups and VIP's.
- Gain a thorough knowledge of the local area, both tourist attractions, business location and of local events to assist Tenants.
- Assist with guest queries related to the building or Epic and promote Building Facilities efficiently.
- Engage with all levels of tenant's (executive administrators, company decision makers, general tenant population) in regular conversation as a means of getting to know their specific needs, preferences, and expectations
- Responsible for coordinating with the Day Porter to ensure Building lobby is always clean and tidy.

- Speak with others clearly and professionally, prepare and review written documents accurately and completely, and answer telephones using appropriate etiquette.
- Answer, record, and process all guest calls, messages, requests, questions, or concerns. Contact appropriate individual or department as necessary to resolve guest call, request, or issues.
- Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of other employees.

#### Administrative:

- Source up-to-date information relating to all service offerings and suggestions.
- Proactively stay informed on all our tenants through Google Alerts.
- Maintain a system to ensure incoming mail including courier packages are dispatched and distributed efficiently and correctly.
- Monitor and control Concierge email inbox throughout shift.
- Accountable for handling complaints with immediate action and thorough follow-up, referring to Property and/or General Manager when necessary.
- Administration duties within the Concierge Department (ordering stock, paying invoices etc.)
- Accountable to work with other teams to maximize guest satisfaction.
- Comply with quality assurance expectations and standards. Stand, sit, or walk for an extended period of time or for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds.
- Must be able to work a flexible schedule between 7 am to 6 pm

#### **QUALIFICATIONS REQUIRED:**

- College or University degree preferred in Hospitality/Customer Service.
- An active member of Les Clefs d'Or Canada is preferred.
- Minimum of three years' experience and previous success in a concierge or customer service role, preferably in hospitality or commercial property management industry.
- Previous experience working in the same or similar role within a five star hotel environment is desired.
- Must have a good general knowledge of the community and surrounding areas.
- Outgoing, friendly and customer-service focused
- Resourceful team player whose integrity will build strong and trusting relationships with tenants and teammates
- Must be self-motivated, possess strong people skills and promote positive working relationships.
- Strong self-confidence, positive outlook, takes responsibility
- Self-motivated self-starter, "can-do" attitude, high sense of urgency
- Able to multi-task and work well under pressure
- A confident communicator, both written and verbal
- Effective questioning and listening skills
- Professional presentation
- Stand, walk and remain on feet and perform job duties for entire shift duration.
- Proficient in all MS Office applications

**HOW TO APPLY:**

Qualified applicants may e-mail their cover letter, current resume and salary expectations, in confidence, to [careers@epicinvestmentservices.com](mailto:careers@epicinvestmentservices.com) indicating “Lead Concierge – Edmonton” in the subject line.

Epic is committed to an inclusive and accessible recruitment and selection process. If you are invited to attend an interview and require an accommodation, please let us know in advance.

We sincerely appreciate the interest of all applicants, however only those selected for an interview will be contacted. No telephone calls or Agencies please.

**Visit our website at [www.epicinvestmentservices.com](http://www.epicinvestmentservices.com) for further company details**