



Concierge Job Description:

The concierge's primary focus is to safely meet the needs of our clients. The concierge should be quick on their feet and able to handle multiple demands at one time, while maintaining a high level of customer service. Daily responsibilities can include visiting patients, coordinating patient care, running errands, researching and setting up events and lunches. Concierge will be stationed at a primary location but will assist clients outside of the hospital they work from.

Qualifications

- High school diploma or equivalent.
- Current Louisiana State Driver's License and driver's insurance
- For insurance purposes, must be at least 18 years of age and be able to pass a criminal background and drug screen
- 1-2 years' experience working in a medical setting is preferred but not required

Knowledge, Skills & Abilities:

- **Must be fluent in English and Spanish language specifically able to proficiently communicate (i.e.-read and conduct written correspondence).**
- **Must be able to effectively present information in one-on-one and small group situations to guests, clients and other employees**
- **Must have and maintain a valid driver's license & pass MVR check**
- **Must be able to demonstrate customer service and communication skills**
- **Must be able to demonstrate ability to perform duties with minimal supervision**

Physical Demands & Work Environment

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to run; stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear

- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus
- Must be able to lift and/or move up to 50 pounds frequently and up to 75 pounds occasionally. Must be able to push and pull 75 pounds frequently and 100 pounds occasionally.

Some of the main duties of a concierge include, but are not limited to:

- Represent Omega Concierge Services (OCS) & site hospital. Respond to the client's needs in a positive and professional manner by exhibiting good personal relationships and communication skills.
- Maintain confidentiality of all patients and clients.
- Working flexible schedules and extended hours are sometimes required.
- Maintaining pleasant, friendly and professional demeanor with co-worker's hospital staff, patients, and clients.
- Meeting patients – educate them about our program and assist in increasing patient satisfaction
- Daily visits and check-ins with patients which can include various services (i.e.-charge phone, drop off mail, call nurse, retrieve items from supply closet, coordinate clinic appointments, retrieval of bills/ledger and test results, as well as walking patients to and from appointments)
- Errand Running which may include courier service, vehicle maintenance, shopping/grocery, pharmacy runs, dry cleaning, shipping/mailing, gift wrapping etc...
- Travel Arrangements such as airfare, hotel, and or transportation
- Event planning can include holiday celebrations, recognition ceremonies, community outreach, parties, galas, birthdays etc.
- Check in and daily lunch relief for Omega greeters when needed
- When located in HCA facility we follow HCA Policy and Procedure and respect HIPPA rules.

For more information or to apply, please email:

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