

SAINT JOHN'S COMMUNITIES JOB DESCRIPTION

JOB TITLE: Resident Service Specialist
REPORTS TO: Resident Services Manager
STANDARD PRECAUTIONS: Category III
FLSA CATEGORY: Non-Exempt-Hourly
JOB CODE: 38

JOB OBJECTIVE:

Operates one of the lobby desks to greet or assist residents, families, visitors, service or sales representatives, vendors, and job applicants while providing the highest level of customer service, and process management/improvement, which also includes managing a switchboard. Monitors all facility and resident safety/security systems and alerts staff during emergency situations according to all State/Federal regulations/codes and Saint John's policies, procedures, and practices. Works together with all members of the community to uphold and further the mission, vision, principles and values of the Saint John's Community.

KNOWLEDGE, SKILLS, ABILITIES, QUALIFICATIONS:

1. Must be a High school graduate or GED; college coursework or degree preferred.
2. At least 1 year experience in customer services and/or with multi-line telephone systems.
3. Must have experience with Microsoft Office - Word, Excel, Publisher and Outlook.
4. Must be able to read, write, and speak fluent English.
5. Must demonstrate dependability, excellent communication, and problem solving skills, be honest, and exhibit a warm, cheerful, caring manner.
6. Must be regularly at work, on time, as scheduled.
7. Must be professional in actions, neat attire appropriate to the position, excellent customer service skills, and desire to work with and serve older adults.
8. Must have the ability to adapt to changing organizational needs, work flexible hours to meet the scheduling requirements, which may include evenings, weekends, off hours, and holidays.
9. Must demonstrate the ability to comprehend and follow established procedures, be able to multi-task and to work independently and perform various duties without close supervision.

ESSENTIAL FUNCTIONS, DUTIES AND ACCOUNTABILITIES:

1. Answers telephone, determines nature of calls and transfers to appropriate individual or department. Takes accurate messages for employees who are without office telephones and forwards per standard procedures.
2. Greets and gives information/directions to residents, families, guests, visitors, service and sales representatives, vendors, and job applicants, etc.
3. Observes/monitors admittance to the facility. Registers and announces visitors to residents/staff; reports suspicious persons/information according to procedures.
4. Monitors daily safety check in program, follows up with residents who have not checked-in, and notifies internal first responders if resident does not respond to assure safety.
5. Monitors and acts accordingly to any security breaches, safety or medical situations requiring notification to appropriate departments; responds per standard procedure.
6. Monitors and maintains security clearances for residents, contractors, and movers. Replacements created as needed.
7. Maintains log and monitors master keys for Resident apartments to assure safety and security.
8. Assists residents to sign up or cancel appointments or community programming/outings.
9. Provides customer service to residents, visitors and staff by making change or cashes checks, copies, faxes, sale of postage, arrange for taxi cabs, Uber, Lyft, and other forms of public transportation, books reservations for guest apartments, and dining services, etc.
10. Maintains current listings and directories of residents, including when off-campus overnight by updating documentation daily.
11. Maintains confidentiality of administration, employee and resident information.

12. Accepts, signs for, logs and follows other procedures for receiving deliveries for residents and staff. Sorts, forwards, alerts staff for delivery of Saint John's and resident mail when assigned Volunteer is not available.
13. Performs clerical/record keeping duties as requested; types memos, letters, notices, and reports, completes special projects for department and other departments. Checks in with supervisor if there is a deadline concern.
14. Notifies appropriate personnel of admissions, discharges, or deaths as appropriate.
15. Reports equipment malfunctions/breakdowns/unsafe/hazardous conditions to appropriate department, facilitates work orders to the Maintenance Department for residents, employees, and visitors, as appropriate; notify supervisor if outside service providers are needed for POS, printers and postage machine.
16. Gives/receives shift reports by email at the end of each shift; documents and shares information to be passed along to other Resident Service staff as needed.
17. Follows up with concerns or items that need attention from shift reports with residents and staff.
18. Assists in training of new team members and supporting Resident Service team.
19. Serves as "back-up" for Scheduler on evenings and weekends to nursing team. Contacts employees for shift coverage of short notice absences per standard procedures.
20. Maintains a neat and clean work area at all times; including personal spaces such as microwave and refrigerator in work area.
21. Assures that all resident/client rights are maintained at all times. Reports any violations or suspected deviations immediately, according to Saint John's policy.
22. Maintains confidentiality of all departmental and organizational information.
23. Knows and follows existing lines of communication and authority.
24. Works tactfully and cooperatively with residents, families, visitors and staff.
25. Attends in-services, meetings, seminars, etc. as directed.
26. Adjusts schedule or works overtime on occasion to meet the needs of the department.
27. Assures that each desk is staffed during shift; does not leave the desk until appropriate coverage is secured, for personal breaks and/or lunch periods.

Person Centered Care/Professional Integrity and Responsibility

1. Employees act with honesty and openness in all their dealings as representatives of the organization and are expected to support a working environment that values respect, fairness, inclusiveness, and integrity. Our employees promote responsibility in the workplace by recognizing and respecting boundaries of people with whom we work and serve.
2. Employees support practices and principles of the person-first philosophy that gives residents the power of choice. Employees are considered part of the community and are expected to perform duties within the principles and practices that guide care and services through knowing and honoring the person before the task. i.e. fostering relationships (within professional boundaries) between residents, family and staff; Each person is to be known as an individual who can and does make a difference; We nurture the spirit as well as the mind and body; We promote growth and development for all; and, We create an environment that meets the physical, social, emotional, intellectual, spiritual and occupational needs of individuals and the community.

WORK SETTING/ENVIRONMENT:

Work is performed indoors. The lobby area is clean and well lighted. There is some exposure to dust. Heat, air conditioning and humidity are controlled by the building's central system, but can vary +/- 10 degrees from the norm of 68 to 74 due to constant opening/closing of lobby doors.

EQUIPMENT USED: Multi-telephone line system, computer, copy/print/fax machine, walkie-talkie/handheld radio, TDD/TTY, Simplex fire system, emergency/check-in program, postage machine, point of sale system, general office supplies including paper, pencils, pens, stapler, paper clips, vacuum, and personal protective equipment when appropriate.

PHYSICAL/SENSORY COGNITIVE REQUIREMENTS TO PERFORM THE ESSENTIAL JOB FUNCTIONS:

Physical Strength: Ability to occasionally push, pull, lift, moves items weighing up to 20lbs.

Manual Dexterity: Ability to continuously and simultaneously manipulate many small objects such as phone buttons, switches, computer keyboard, etc.

Mobility: Ability to sit for prolonged periods and frequently twist from the waist up; occasionally move about the work place while carrying small objects and reach to the floor.

Speech: Ability to articulate with extreme accuracy and precision to give directions, speak into the phone, walkie-talkie/handheld radio, etc.

Emotional Stability: Ability to continuously deal effectively with the stress created by elderly/sick residents, people in hurry, multiple tasks and many interruptions.

Vision: Ability to continually see/read reports, view computer screens, information panels, and to monitor doors.

Hearing: Ability to constantly hear normal sounds and voices face-to-face and over the phone and distinguish among many audible alarm systems with some background noise.

Conceptualization Concentration: Ability to continually concentrate on moderate detail with varied interruptions.

Attention Span: Ability to attend to tasks for 10 - 20 minutes at a time.

Memory: Ability to remember a sequence of verbal and written tasks for a full shift and frequently over a long period of time.

EMPLOYEE RESPONSIBILITY IN AN EMERGENCY:

Must know, understand and comply with all emergency procedures and be able to assist with resident evacuation if necessary and all safety, security, infection control and hazardous materials policies and procedures.

-
1. This job description is not intended to be all-inclusive. The employee will also perform other reasonably related business duties as assigned by the supervisor or other management.
 2. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.
 3. I have read and understand this job description. I agree to accept the responsibilities and duties as outlined with or without reasonable accommodation.

Employee Signature:

Date:

Supervisor's Signature:

Date:

Revised 1/2021
