



Door Person

POSITION

The Door Person will report directly to the Lead Concierge and is responsible for granting access and coordinating delivery services for all visitors to the property. Additionally, they will assist residents by offering personalized support and ensuring their satisfaction. The Door Person will greet guests warmly and bid them a gracious farewell. As a key advocate for the resident experience, they will consistently look for opportunities to surpass residents' expectations.

RESPONSIBILITIES

The Door Person's role may require other duties in line with the scope of the role and function of the business. The Door Person's primary responsibilities include:

Customer Service

- Providing prompt, anticipatory and courteous service to prospective and current residents, focusing on their individual needs and wants;
- Greeting visitors, suppliers and residents;
- Manage building access, ensuring all visitors are properly signed in and granted entry with appropriate identification.
- Maintain a secure environment by monitoring all access points.
- Responding to special requests from residents with unique needs and follow up to ensure satisfaction;
- Establishing positive working relationships with business owners and suppliers in the area in order to provide residents with high quality and reliable recommendations;
- Maintaining an expert knowledge of the surrounding community, its amenities and services and gathering, summarizing, and providing information to residents about the property and the surrounding area, including special events and activities;
- Sharing community knowledge with the General Manager to be used in social media posts;
- Assisting with any delivery & trade personal to the right point of contact.
- Familiarize themselves with residents and their pets to engage with them using their names.
- Updating and review shift logs/daily memo books and document pertinent information in logbooks;
- Accepting and logging oversized packages and deliveries on behalf of residents;



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- Assisting Leasing staff with organizing resident events;

Property Operations

- Perform building walk throughs of work area and advising manger with any issues found.

QUALIFICATIONS

- **Experience** – 1 - 2 years related experience as a residential or hotel Door or Bell Person; experience in a customer service, residential property management or hospitality related role.
- **Education** – Post-secondary education in hospitality an asset.
- **Relationship Skills** – Exceptional and refined oral and written communication and presentation skills; ability to maintain composure in the face of hostility; ability to develop and sustain cooperative working relationships with residents, suppliers and internal staff; ability to maintain confidentiality and absolute discretion with resident and company information is required;
- **Organizational/Multi-Task Skills** – Ability to manage one’s time effectively, work under pressure and manage tight deadlines; ability to juggle multiple demands and competing priorities and adapt to new ideas and constant changes; detail oriented.
- **Customer Service Skills** – Desire to provide exceptional service to all prospects and residents;
- **Computer Skills** – Skills in Excel, Word and Outlook an asset; ability to conduct internet research in order to assist residents with requests; proficiency with Yardi an asset;
- **Police Clearance** – A criminal verification check is required for employment.
- **First Aid** – First aid and CPR certified; certified to use defibrillator. Will be required to complete certification if not already completed.
- Basic knowledge of security procedures and building access systems.
- Stand, sit, or walk for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 30 pounds without assistance
- Must have flexible availability (evenings, weekends, holidays.)