

# Job Description: Executive Concierge

Function:	Operational Services
Position:	<b>Executive Concierge</b>
Date (in job since):	
Immediate manager (N+1 Job title and name):	Customer Service Manager
Additional reporting line to:	Operations Manager
Position location:	2 Pancras Square, Kings Cross, London

## 1. Purpose of the Job – State concisely the aim of the job.

To be the first point of contact for building Customers who require facilities support. To seek opportunities for Continuous Improvement in the Customer Experience. To be an ambassador for Sodexo and the services that they provide onsite. This position requires a proactive customer focused individual with an ability to communicate and build relationships at all levels. The person needs to have excellent organisational and communication skills with the ability to challenge in order to further develop the service offer, financial and company procedures awareness advantages as the role does require company trading duties

## 2. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Be a brand ambassador of Sodexo and client.
- Be an expert in the service guiding customers seamlessly through queries and needs.
- Working with a range of different people, i.e. Clients, Client visitors, Sodexo suppliers, contractors and Sodexo colleagues.
- Excellent knowledge of food service practices.
- Flexibility and Adaptability in a variety of Facilities support.
- Keeping service consistency across the London Campus.

## 3. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To provide a 5-star customer service experience to users of an allocated floor plate area
- To provide Meeting Room Technology support in terms of assistance with connection and trouble shooting
- To ensure that the site rules are followed and to assist the building customers in adhering to these
- To support Live Chat when required to answer virtual customer queries in an effective and efficient manner
- To monitor and service the vend hubs and stationery hubs in the allocated areas, top up consumables as required.
- To deliver Hospitality and clear away within Food safety guidelines
- To provide an induction support to building users as part of the client's new Starter Onboarding process
- To have a full working knowledge of the building including all services and day to day office equipment
- To triage meeting room faults to the dedicated AV Team or service partners
- To ensure all meeting rooms are fully operational and are appropriately laid out for meetings
- Support customers with meeting room familiarisation and pre-meeting set-up
- To report all faults and issues to the Service Desk and relevant service partner as directed by the site services manager.
- Corporate reception duties

- Provide Deskside IT support.
- Mailroom duties such as distributing post and processing couriers.
- Conduct floor walks to ensure a high level of service delivery.
- To ensure that the designated floor plate is monitored throughout each hour.
- Any reasonable request as per management instructions
- Ensure smooth running of high-profile meetings.
- Event and portage duties.

**4. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Providing excellent Customer Service delivery in line with service agreements
- Positive and professional relationships with key client stakeholders, customers, and Sodexo colleagues
- Ensuring that self, colleagues, and customers are working within a safe environment. That any unsafe practices are raised to appropriate members of the team to rectify
- To ensure that the site rules are enforced

**5. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proactive
- Resilient
- Good listener
- Excellent interpersonal skills
- Reliable and trustworthy
- Can-do attitude.
- Punctual

**6. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- |  |
|--|
| ▪ Ability to multitask   |
| ▪ Excellent Communicator   |
| ▪ Project Coordination skills  |
| ▪ Experience of working within a team                                    |
| ▪ Attention to detail  |
| ▪ Ability to work on own initiative                                      |
| ▪ Flexibility that is focused to delivering exceptional customer service |
| ▪ A hands-on approach  |
| ▪ IT Literate  |

**7. Management Approval** – To be completed by document owner

Version	2	Date	February 2021
Document Owner	Jessica Hamill		

Employee Signature .....

Date.....