

## Concierge Position Description (Southern Cross) Updated June 2018

<b>Position:</b>	Concierge (Southern Cross)
<b>Organisation:</b>	Hub Australia Pty Ltd
<b>Reports into:</b>	Hub Australia, Clubhouse Manager (Southern Cross)
<b>Start date:</b>	ASAP
<b>Probationary period:</b>	6 months from original start date
<b>Location:</b>	Southern Cross (Melbourne)
<b>Employment type:</b>	Permanent full-time
<b>Ordinary hours of work:</b>	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
<b>Salary:</b>	To be discussed at interview stages.
<b>Phone allowance:</b>	\$100.00 per month
<b>Leave entitlements:</b>	As per leave policy.

### **The purpose of the role:**

Our concierge is our first and most important face of our organisation. From welcoming guests to responding to concerns, our concierge connects our members with our services. As Concierge, you will have exposure to all areas of our welcome area. Your responsibilities will include welcoming our members on arrival, coordinate member guests and farewelling guests at checkout; providing outstanding service by ensuring all requests are accurately actioned with prompt follow-through.

### **Areas of responsibility:**

#### *Manage the welcome area*

- Being the face of our organisation, welcoming guests on arrival
- Coordinating our arrival process; corresponding with our members on guest arrival and offering refreshments

- Follow check-in and check-out procedure for guests of members
- Managing arrivals from our local and interstate clubhouses, providing them with access fob and internet access
- Management of the return of all day passes by the end of each day, following up with guests/members in the space when necessary
- Ensuring the welcome area and welcome desk is a clean, presentable, free of clutter and friendly environment
- Ordering weekly flowers and magazine subscriptions for welcome area
- Managing and ordering host cupboard stationary and supplies

#### *Member Administration*

- Managing a busy clubhouse email inbox, ensuring a timely, helpful and thoughtful response
- Assisting members with queries they may have, connecting them with the appropriate person
- Assist members to resolve issues, process incidents as they arise and other issues of complexity
- Manage our member mail including post and couriers; filing and contacting members when mail arrives
- Coordinate any courier pick-ups arranged by our team or our members
- Handling member administration to include (but not limited to):
  - Meeting room booking and troubleshooting
  - Media room bookings
  - Coordinating trial days (walk-ins)
  - Lost and found
  - Local and Interstate visitor coordination

- Assisting the New Member Lead and Clubhouse Manager with local clubhouse leads
- Support the company in its ongoing B-Corp certification
- Living and breathing our values: Collaboration, Accountability, Adaptability, Resourceful, Beyond Profit.

### **Important Metrics:**

- Hub Health Index (otherwise known as a Net Promoter Score)
- Ensuring general email enquiries are responded to promptly or redirected appropriately.

### **What you'll be rewarded with:**

- Being a key member of an energetic, dynamic and fun national team.
- The satisfaction and challenge of enabling an inspiring and diverse network of over 1000 members nationally and connecting them globally.
- Being part of a B-Corp certified company with a vision and plan to make a difference.
- Two paid days per year on company time to undertake volunteering plus a day within your birthday month.
- Working from one of the coolest workplaces in town.
- Phone allowance and use of a MacBook.
- Personalised training and development program.

To apply, please send a copy of your resume and cover letter to [hello@hubaustralia.com](mailto:hello@hubaustralia.com) with Concierge (Southern Cross) in the headline. We look forward to hearing from you.