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# Example of Concierge Agent Job Description

Our company is looking to fill the role of concierge agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for concierge agent

* Ruthlessly prioritize time to ensure that in-house guests and future guests are receiving appropriate attention while maintaining an engaged and welcoming lobby presence
* Implements "Operation Elevation" when appropriate and oversees follow through
* Ability to handle high call volumes while delivering exceptional service
* Remove any obstacles to Agent satisfaction with and usage of Concierge Desk
* Establish, measure, and report on key performance metrics, including satisfaction, escalation rates, resolution times, complaint rates, and effectiveness are measured and exceeded
* Continuously improve the capabilities of Concierge Desk to provide additional support to Agents
* Partner closely with a third-party supplier and Marketing, Operations, Product Support/Training, and IT functional leadership to develop best practices and share learnings
* Define QA standards and calibration processes
* Work with internal groups and the third party supplier to define and execute training, nesting and post implementation support
* Engage closely with internal stakeholders to ensure quality and satisfaction metrics truly reflect the level of quality necessary to drive increased utilization of Concierge Desk services

## Qualifications for concierge agent

* Proven Customer Management Experience
* Exceptional relationships with internal and external customers
* A strong initiative that doesn’t require supervision to accomplish tasks
* Excellent communication skills in English (oral and written).Fluency in any other foreign language is essential
* Familiar with local city area (tourist destinations, events and services found)
* Proven track of delighting customer and up-selling