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# Example of Concierge Supervisor Job Description

Our company is growing rapidly and is looking to fill the role of concierge supervisor. 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 supervisor

* Increase guest satisfaction and ensure service recovery by listening to, speaking with and researching all areas of guest concern, using judgment to resolve guest issues
* Resolve specific guest issues concerning billing by taking phone calls from guests with questions about their accounts then explaining and/or researching to correct any errors
* Maintain rapport with other department by keeping lines of communication open with housekeeping and maintenance services, marketing, reservations, group sales and other departments as necessary
* Maintain professional knowledge by attending educational workshop and meetings
* Ensure proper operation of equipment by trouble- shooting and communicating with the IT department
* Creates a better guest experience and exceeding expectations by supervising the process of making it easy for the guests to move throughout the resort and community with planned itineraries and reservations
* Provides assistance to the front desk staff by answering phones and being accessible, for requests of the guests and decisions, which might need to be made in manager's absence
* Supervises a maintained checklist of daily procedures by logging all necessary information, following up with guests in house, making necessary reservations for upcoming guests, applying charges to folios and making sure all accounting practices are followed
* Provides information for the guests of the resort and makes sure all team members are trained to know where to locate information by maintaining knowledge of the resort and its operations daily, providing informational literature and dispensing information as requested by guests and staff
* Supervises a neat and orderly workstation by attending to detail, cleanliness and order of all guest service locations and supervising the whole concierge experience

## Qualifications for concierge supervisor

* Degree holder with 2 to 5 years’ experience in the life insurance industry
* Familiar with relevant industry guidelines and regulatory requirements
* Ability to prioritize caseloads
* Ability to make judgment and decision making to handle exceptions
* Ability to handle fluctuating work volumes and multiple tasks within a fast paced environment
* Experience with High Net Worth and/or Takaful products will have an added advantage