Downloaded from <https://www.velvetjobs.com/job-descriptions/concierge-supervisor>

# Example of Concierge Supervisor Job Description

Our innovative and growing company is searching for experienced candidates for the position of concierge supervisor. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for concierge supervisor

* Meets budget expectations by supervising and approving expenditures, understanding profit associated with each guest itinerary and negotiating the best percentage of discounts off rack rates based upon number of guests participating
* Supervise staff in the absence of the department heads
* Provides staff with ongoing coaching, training, and development
* Ensuring the OPC Reservations Department provides a professional and friendly service to OPC/Guest
* Dealing with OPC/Guest, including handling complaints
* Ensure that that all company and departmental policies are being followed at all times
* Listen to calls to ensure that policies and procedures are being followed
* Ensure that wait times for calls are minimal
* Ensure that that all tours are input accurately to guarantee correct tour information
* Assist in Maintaining an adequate staff at all times

## Qualifications for concierge supervisor

* Food & Beverage knowledge an asset
* Experience and thorough understanding of event sales/planning preferred
* Delegate assignments to team leads team members
* Checking and submitting tours in SAMs accurately and making sure all team members are manifesting accurately
* Regular communication with team leads, management, and at times communication with Directors and Executives as needed
* Interviewing, selecting, and training team members