



## Concierge Services Administrator

---

Reports to: Sr. HR Manager

Department: Office Administration

Classification: Non-Exempt

Effective Date: 8/03/2022

---

### Job Summary:

The Concierge Services Administrator is a key position within King Technology, Inc. (KTI) and has overall responsibility to ensure an enriching experience for KTI's employees, guests and visitors. The candidate must possess strong emotional intelligence to interact in a manner that is thoughtful, caring, and helpful.

This position provides a "first impression" to KTI and handles reception and guest services, mail services, phones, meeting and other rooms and other services and tasks as needed. The Concierge Services Administrator also provides various levels of administrative support to all company departments.

### Essential Functions:

- Creates a positive, welcoming "first impression" for all employees, guests and visitors.
  - Greets and announces guests and visitors. Follows security procedures for checking guests and visitors in and out of KTI's office. Arranges escorts as needed.
  - Receives and directs incoming calls to appropriate personnel and voicemail, along with managing external voicemail.
  - Maintains Outlook calendar for overall office needs.
  - Assists with scheduling and preparing meetings and conference rooms.
  - Handles the logistics of key meetings, events, celebrations and building services, including food and beverage coordination.
  - Maintains neat appearance of reception area, shared conference rooms and other common areas.
  - Processes all daily mail, along with handling company deliveries and courier shipments. Sets up mailboxes for new employees.
  - Orders office supplies, distributes product, supply orders and provides budget control support.
  - Codes office related A/P invoices.
  - Coordinates the signing and distribution of King Technology Holiday and vendor cards.
  - Administers employee birthday card distribution.
  - Serves as a member of the Activities Team to plan team building and community events throughout the year.
  - Responsible for ordering floral arrangements for funerals, illnesses, and special celebrations.
  - Other duties as assigned.
-

### Job Qualifications:

- High School diploma or equivalent. (Associates degree preferred.)
  - 3 or more years of equivalent work experience
  - Proficient MS Office computer skills
  - Excellent verbal and written communication skills
  - Embrace and foster company values of Integrity, Excellence, People Chemistry, Golden Rule, Courage, and Servant-Leadership
  - Service-orientation and comfortable with various callers, guests and visitors
  - Friendly, patient, calm, intuitive, caring, and curious
  - Ability to multi-task while ensuring accuracy, with a pleasant, professional, and engaging disposition
  - Enthusiastic and can-do attitude
  - Innovative, creative, and solutions oriented
  - Detail oriented to maintain accurate records
  - Ability to exercise independent judgment and maintain confidentiality
  - High level of dependability is required
  - Must be willing and able to work in-office 5 days per week and in a sedentary position.
-