

# Concierge

Multiple locations

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Columbia Property Trust is currently seeking a **Concierge** for our **New York, N.Y.** and **San Francisco, CA** offices. As the front line of Columbia's (CXP) hospitality-focused tenant experience initiative, the Concierge provides the welcoming first impression to the property's tenants and guests while acting as the "air-traffic control" point for the property management team. The Concierge will be based in the building's lobby.

## **Key Responsibilities:**

- Support and coordinate with the Tenant Engagement Manager, working together to deliver a seamless and consistently excellent tenant service experience.
- Serve as primary daily contact for CXP's full-service product as applicable.
- Provide telephone coverage and incoming call direction for the property management team.
- Communicate and coordinate with building security, engineering and day staff to respond to tenant requests and routine building operational matters.
- Schedule amenity/conference center use as applicable.
- Work with CXP technology platforms, including Columbia Gateway and Building Engines, to facilitate high quality tenant communications and service delivery.
- Collaborate with the property management team to ensure that CXP's tenant experience goals are achieved.

## **Essential Functions:**

- Develop cordial and appropriately familiar relations with tenants and guests through extensive face to face interaction, making them feel welcome, known and at home.
- Provide general assistance and information to tenants and guests.
- Manage tenant and guest communications during building emergencies or preparedness drills.

## **Competencies:**

- Must be proficient in Microsoft Office.
- Must have excellent verbal and written communication skills.
- Must be a self-starter, self-disciplined, and highly organized.

## **Required Education/Experience:**

- High School Diploma required.
- Minimum two years of progressive experience in a customer-facing service capacity.
- Comfort dealing and speaking with people in a customer service setting.
- Ability to multi-task: manage tenant/guest interaction, telephones and coordinate with property team members.
- Applicants must be authorized to work for any employer in the US.

## **Preferred Education/Experience:**

- Bachelor's degree preferred.
- Hotel front desk or concierge experience at a premier hotel.
- Class-A commercial real estate management experience preferred.

**Travel Required and Percentage:**

None

**Physical Demands**

The worker is sitting most of the time but will often include tasks involving light work, exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The worker is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, viewing a computer terminal and extensive reading. The worker is constantly typing into a computer, and occasionally other office productivity machinery (such as a calculator, copy machine, and computer printer). The worker needs to occasionally move about inside the office to access file cabinets, office machinery, etc. The worker may need to visit construction jobsites to review the progress of work, meet with the project management staff, lender inspectors and related parties. These visits may require the use of protective equipment and may entail visiting jobsites where agility is required to move around the site.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**Company Background**

Columbia Property Trust creates storied properties for legendary companies in New York, San Francisco, Washington D.C., and Boston. The Columbia team is deeply experienced in transactions, asset management and repositioning, leasing, development, and property management. It employs these competencies to grow value across its high-quality, well-leased office portfolio and properties under management for private investors and third parties. Columbia is traded on the New York Stock Exchange under the ticker symbol CXP and has investment-grade ratings from both Moody's and S&P Global Ratings. For more information, please visit [www.columbia.reit](http://www.columbia.reit).

Columbia is proud to be an Equal Opportunity Employer – Veterans/Disabled and other protected categories.