

The Federated Charities Corporation of Frederick was founded with the intention of providing charitable services to Frederick County residents in a central location under a single roof. Our building at 22 South Market Street was donated as a generous bequest in the mid-1930s. In turn, we have paid it forward and provided a “home” to such diverse charitable organizations as the Red Cross, The Frederick Community Foundation, United Way and The Downtown Frederick Partnership. Today, we are the “bricks and mortar” to as many as 15 human services organizations and we operate several strategic initiatives that directly impact the nonprofit community at large.

Please forward resume to [info@federatedcharities.org](mailto:info@federatedcharities.org)

<b>Job title</b>	<b>Facilities Concierge</b>
<b>Reports to</b>	<b>Executive Director</b>

### **Job purpose**

Coordinates the day-to-day activities that keep our nonprofit center in clean and functioning order for our tenant partners and their visitors and clients. The Facilities Concierge is one of the most recognizable “faces” in our center and should have the ability to deal professionally with our tenants and their clients regularly, some of whom may be dealing with stressful situations.

### **Duties and responsibilities**

As the most forward-facing staff person and the primary point of contact for our tenants, their employees and clients, the Facilities Concierge is responsible for maintaining positive working relationships with every person who walks into our space. The person in this position is expected to develop an understanding of the history of our role in the community and articulate what sets us apart from other commercial properties in Frederick. This individual should be highly organized and have the ability to maintain equilibrium in a frequently changing environment. This individual is a key part of our community engagement strategy and should be an enthusiastic and creative professional.

### **Build Relationships**

- Maintain consistent presence in our front lobby
- Check in and assist visitors to navigate building
- Answer main phone line and direct inquiries appropriately
- Communicate with tenants, property management staff and executive director regarding day-to-day concerns and issues related to the building
- Show available spaces and follow up with prospective tenants
- Develop a working knowledge of other nonprofit resources in the community in order to assist potential walk-in clients
- Assists Program Staff with planning tenant activities/socials and is responsible for attending them (quarterly)

### **Property Management**

- Schedule conference and meeting room use and update and post weekly events
- Daily walkthroughs of building to identify building issues and concerns, make recommendations to executive director regarding visuals of the center

- Refill paper products, shared supplies in all building common spaces on a daily basis (includes bathrooms, kitchen/kitchenettes, copier rooms)
- Manage conference, meeting and outdoor spaces in working order
- In conjunction with the Property Management Company: coordinate work orders with maintenance contractors, manage and maintain annual calendar of maintenance activities
- Monitor and assist with ordering cleaning supplies
- Communicate with Executive Director regarding work orders, major repair issues and assist with maintenance contract coordination
- Design and post signage and notices throughout building
- May be responsible for increased sanitization of common areas during health emergencies
- Manage and maintain trash, recycling, public shredders in all common spaces

### **Tenant Maintenance**

- Assist with lease documents (new and renewing tenants), maintain tenant files, monitor property liability insurance documentation of tenants
- Coordinate tenant key assignment, security fobs
- Manage new tenant orientations, updating tenant handbook as necessary

Other duties as assigned

### **Qualifications**

Qualifications include:

- Excellent verbal and written communication skills
- Ability to organize and prioritize tasks
- Proficient computer skills (Microsoft Word, Excel)
- Strong desire to work with people

Benefits include:

- \$15-17 per hour
- Paid PTO and holidays
- Annual Safe and Sick Leave
- Employer matched retirement