

## Workplace Concierge

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Company: Iss Facility Management Pty Ltd

Location: Perth

Category: other-general

ISS IS A PLACE TO BE YOU We have ambitious goals for how we work, how we impact our surroundings and how we treat our people. It's you that makes the difference to making amazing places, and we believe everyone can influence change for the better. Connecting People and Places to Make the World Work Better. We have an exciting opportunity to facilitate an exceptional and engaging workplace experience for our employees, internal and external clients, and their visitors at sites across Perth, as a as a Workplace Concierge , with Full Time, Part Time and Casual opportunities. This challenging and exciting role will have you serve as the primary contact for client facing workspaces and internal events, and helping our clients achieve their purpose. In addition, the role will be responsible for delivering the unexpected, making each encounter enjoyable, exciting and personal. As an ambassador for brand principles, culture and values, this role is perfect for someone who embraces an ethos of outstanding service and keeps it at the heart of everything they do. From leading site tours elaborating on the ins and outs of the workplace and by ensuring the workplace and event spaces functions optimally, a comfortable and productive environment where events and initiatives are managed and delivered seamlessly will flourish. This includes monitoring the service delivery of soft services such as cleaning and plant maintenance, managing workplace locker allocation, End of Trip locker allocation, car park allocation and auditing of the same. The Position: Provide a friendly and engaging welcoming experience and Customer service, meeting all client expectations and acting as the face of our customer brand. Represent ISS as a professional, responsive and committed partner to the success and continuous improvement of the contract. Understand the safety cultures: E.g.: Maintain

a Zero Harm Culture / Hazard identification / Near Miss and Incident Reporting / Client-specific safety systems and requirements. Proactive and predictive service delivery and excellence Ensure meeting rooms are reset and stocked and resolve any equipment issues promptly Maintain the assigned commercial site/floors as the corporate showcase to all visitors Ensure all relevant process documents, procedures and listings are accurate and up to date. Follow end-to-end journey in relation to cleaning and reactive maintenance work orders raised. Support, promote and drive engagement to client events and activations. Support and nurture the online community, delivering experiences that are network-based, accessible and inclusive. Ensure all relevant mailboxes are monitored and managed. Site Tour facilitation and attention to details Consider sustainability and cost savings in all decision-making Our Benefits: Competitive remuneration package on offer! Company laptop and mobile provided Join an inclusive workplace that values diversity and promotes equal opportunities for all employees At ISS we prioritise employee and workplace safety. We strive to continually maintain a safe working environment for all of our employees We value and support your growth and development. Ongoing training provided via our internal Learning Management System Internal promotions and opportunities within our global organisation Access to staff discounts with a variety of companies including insurance and childcare Work-life balance Minimum Criteria: Strong experience in hospitality or customer service role with outstanding track record of delivering exceptional customer experiences Demonstrated ability managing stakeholder relationships Excellent multi-tasking skills Excellent personal presentation, with well-developed verbal & written communication skills Professional C-suite engagement skills Proficient in Microsoft Office suite Sound time management skills, self-motivated, organised, and have the ability to work unsupervised Solution focused team player Able to provide a clear police check dated in the last 3 months and other compliance requirements To apply for this role please click on the 'apply' link and complete the online application. ISS is passionate about creating a culture that values inclusion and diversity, where all our people are treated fairly and respectfully. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a disability, people from different cultural backgrounds and lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQA+) people. We are an ethical employer, recognised by the industry for paying fairly and ensuring a safe working environment for all our staff. Read more about ISS in Australia and New Zealand on our website. [www.au.issworld.com](http://www.au.issworld.com)

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