



Role: Concierge – Permanent Full-time

Revised: July 2025

Salary: Commensurate with experience

Interested Applicants please submit your resume and cover letter to HR@shalomvillage.ca by Tuesday, August 12, 2025

Reports to: Office Manager

Weekly Hours: 37.5 hours per week

ABOUT SHALOM VILLAGE:

Shalom Village is a non-profit campus of care that specializes in the health and wellbeing of Hamilton area seniors. We provide an unwavering commitment to making every day the best day possible for the seniors who depend on Shalom Village services and programs.

Through their dedication, training and commitment to seniors, our team members transform the lives of older adults through a variety of programs and services, including long-term care, senior living apartments, fitness, community wellness and social programs.

Our long-term care services provide a homey environment and programs for frail seniors, while our assisted living apartments are perfect for more active seniors. Our fitness and community programs support local seniors living at home, while also providing them with the opportunity to socialize with their peers, learn new skills, and stay healthy and fit. ***Shalom Village is here to help create moments that matter for every senior!***

****Founded by the Jewish Community, for the benefit of all seniors throughout the Hamilton Region, our Jewish values and traditions ensure that all residents & participants, benefit from the respect, compassion, and dignity inherent in the Jewish faith. We welcome and celebrate individuals from all backgrounds, faiths and cultures.**

MISSION, VISION & VALUES

Our Vision: Honouring our Fathers and our Mothers

Our Mission: To provide opportunities for the continuity of life interests, values, and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashruth. We want all those who need our services to feel AT HOME.

Our Values: At Shalom Village we use the acronym AT HOME to provide a clear link between our vision, mission, values, and most importantly how these guiding principles are brought to life for all our stakeholders.

- **Acknowledge:** We will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives and differences.
- **Together:** We will support each other and believe that together we can achieve anything.
- **Home:** We will create a feeling of comfort, trust, familiarity, and safety that honours Jewish Values and brings about each individual person's feeling of being at home.
- **Organization:** We will strive for learning, innovation, accountability, transparency, and excellence.
- **Memories:** We will share memories and create new ones through relationships, sharing, and celebrations.
- **Enablement:** We will empower, encourage, and focus on each other's strengths to make possibilities possible and accomplish our goals.

As a charity that depends on donor support, Shalom Village Staff play a vital role in our ability to deliver the lifesaving programs that benefit Shalom Village residents and participants. It is crucial that staff members believe in the power of philanthropy to bring people together to support the hundreds of seniors, and family members whose lives we impact every day. Our staff members are important ambassadors, donors, and

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members of the Shalom Village Family. We encourage all staff to join us as we harness the power of philanthropy to help us build a thriving community for our seniors, our families, and our staff.

Concierge

The Concierge is the face of welcome, the introduction to all visitors to the AT HOME principles and our safety processes. The location is the front reception desk at the main entrance of Shalom. The Concierge is the first line to direct questions to the right person. In addition, the position will support the administrative team with both financial / administrative and other confidential practices.

Key responsibilities include, but are not limited to:

- Serve visitors by greeting, welcoming, and directing them appropriately.
- Able to provide effectively and respectfully welcome to both internal and external customers who approach them for direction and assistance. Also informed as where help for common requests can be found and how to access that help and/or information.
- Provide information and direction to all coming into Shalom Village about current IPAC/safety/ and holiday practices and guidelines, ensure they are prepared to answer all enquiries with up to date and factual knowledge in a respectful manner.
- Notify relevant employees/ leaders/ residents when visitors arrive.
- Keep an eye on security and telecommunications systems.
- Answer visitors' and resident questions, calls, and emails, and provide them with the relevant information about the organization.
- Maintain visitor, employee, and department directories and logs.
- Processing, filing and following up on invoices received.
- Works as a supportive part of the Administrative Team.
- Participates as a member of the occupational health and safety committee in completing quality and safety audits.
- Able to ask for help as necessary and communicate in ways that finds solutions for staff, residents, and visitors.
- Answers the reception phone calls and directs calls in an effective and respectful manner.
- Is responsible for Office Supplies ordering and inventory, orders, inventories, and manages photo copiers and printers.
- Process incoming mail
- Manage room bookings.
- Maintain visitor, employee, and department directories and logs.
- Processing, filing and following up on invoices received.
- Preparing cash receipts.
- Organize the reception area while complying with office procedures, rules, and regulations.
- Arrange meetings, schedules, and travel accommodations for senior staff.
- Keep a record of office supply inventory and expenses.
- Sign for deliveries and ensure all mail and packages are distributed accordingly.

The successful applicant will possess the following qualifications:

- Good organizational skills with an ability to set priorities in a fast-paced environment.
- Ability to work independently and in a team environment.
- Demonstrated excellent interpersonal and customer service skills.
- Needs to set priorities and make appropriate choices for use of time.
- Excellent communication skills (oral and written) required to facilitate effective communication with residents, families, peers, and other healthcare team members and volunteers.
- Good computer skills especially in the use of Email, Word, and Excel.

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*****Although we value candidates who possess the full range of qualifications listed, we encourage individuals who believe they meet most of the criteria to apply. We recognize that diverse experiences and perspectives enrich our team and contribute to our collective success.*****

Shalom Village is committed to diversity and inclusivity. We are excited to hire people whose skills, attitude, and abilities contribute to the success of the organization and who reflect the values of our community.

***Shalom Village recognizes that the right fit for a position is more than just a list of criteria. If you believe you may be a good candidate, but you don't meet all the criteria, please apply, and tell us why you're a great fit in your cover letter. You may be just the person we are looking for.*