



## PALMETTO BLUFF

### REAL ESTATE CONCIERGE

#### Position Description

Palmetto Bluff is seeking a part-time/weekend concierge in our real estate office. The real estate office at Palmetto Bluff is essentially the living room of the community - it fills with residents, Inn guests, visitors, and dogs each day. The real estate concierge position is the face of Palmetto Bluff. We are looking for a multi-tasker who is open to learning at a fast pace, is engaging, enjoys customer facing interactions, literate with Microsoft Office and database applications, and is open to a role that changes every day. We're a professional group to work with, and we like to have fun too. Unlimited M&Ms and laughs. Must love dogs.

#### Essential Responsibilities

- Meet and greet all Palmetto Bluff visitors and provide the first impression, maintain and manage the front desk.
- Greet potential sales customers and ensure connection with sales staff.
- Answer the main phone line and connect calls as needed.
- Stay abreast of Palmetto Bluff news and be able to converse with visitors and share our story.
- Maintain the professional appearance of the lobby and gallery area and ensure refreshment area is stocked and ready for visitors.
- Assist visitors or staff as needed with conference room equipment.
- Use Outlook and email capabilities to schedule and coordinate meeting room spaces as needed.
- Utilize BrightDoor database to input new leads, schedule appointments, track activities, property showings and tours.
- Set up conference rooms as needed and ensure are readiness for the next meeting in coordination with the Broker-in-Charge and the Office Manager.
- Assist the sales and marketing team on special projects or assignments such as data base entries, and light reporting, event support.
- Use office equipment - fax machine, copier, postage meter, telephones.
- Conduct Internet research as required.
- Assembling and shipping information packages to prospects and guests.
- Maintain collateral material inventory.
- Primary hours are Thursday and Friday, noon - 5 p.m., Saturday from 9:00 am - 5:00 pm and Sunday 10:00 am - 4:00 pm, with additional weekday and holiday coverage required.

#### Position Requirements and Demands

- Strong written and oral communication skills.
- Ability to work well under pressure and balance multiple priorities.
- Proficient in Microsoft Outlook, Word, Excel, Bright Door CRM.
- Able to work independently and in a team environment.
- Tactful and diplomatic interpersonal skills.
- Ethical, conscientious and dependable work ethic.
- Friendly, self-starter, energetic, enthusiastic, high level of customer care skills.
- Ability to establish and maintain good working relationships with co-workers.
- Time management, multitask, phone skills, friendly, enthusiastic, job ownership/responsibility, adaptable to various personalities/situations, approachable demeanor and professional image.

#### Palmetto Bluff

19 Village Park Square

Bluffton, SC 29910

(843) 706-6400

[www.palmettobluff.com](http://www.palmettobluff.com)

**Other Demands**

- Hearing and speaking to exchange information.
- Seeing to read a variety of materials.
- Bend, stoop.
- Ability to carry 25+ lbs.
- Dexterity of hands and fingers to operate a computer keyboard.
- Standing/walking for extended periods of time.
- Office environment with exposure to personal computer monitor and frequent use of a keyboard.
- Possible construction environment with exposure to dust, noise, temperature fluctuations, moving machinery, etc.
- Valid driver's license or reliable method of transportation to/from work.

**DISCLAIMER**

This document describes the position currently available and serves only as a summary of the typical functions of the job. It is not an exhaustive or comprehensive list of all possible job responsibilities. Tasks, responsibilities, and duties of the jobholder may differ from those outlined. Other duties, as assigned, might be part of the job. This is not an employment contract. Our company reserves the right to modify job duties or job descriptions at any time.

**The Palmetto Bluff Company is an Equal Opportunity Employer**