

## **Lead Concierge/Security**

### SAN FRANCISCO TOWERS

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Copaken Brooks, LLC is a Kansas City-based, full service entrepreneurial commercial real estate firm specializing in corporate services, leasing, investment sales, and property management. We have 90 years of proven experience in playing a major role in where millions of people go to work and shop and were voted 2013 Small Business of the Year by the Kansas City Chamber of Commerce.

We are currently seeking an **Lead Concierge/Security** to support the safety management and quality service associated with Apartment living. This position will be located at the San Francisco Tower property, and will be responsible to perform a variety of administrative support duties including: completing work schedules for the concierge staff, assisting with finding coverage for staff call-offs, serve as the property ambassador and primary point of contact. This position provides assistance, information and security assistance for residents and guests. The position also observes, reports, and responds to incidents affecting public safety, personal property, and building facilities. It exists to ensure the safety and satisfaction of residents and guests in a professional, knowledgeable and friendly manner. This role will also act as liaison between residents and property management and must maintain an in-depth knowledge of building processes and operations.

#### **Responsibilities:**

- Perform administrative tasks in developing assignment schedules, deployment of personnel and equipment as specified by the Director of Security, and conducting new hire and in-service training
- Receive tenant complaints. Communicate to appropriate party or department as necessary.
- Monitor common area activity with notice to safety, policy compliance and overall tenant and property well-being.
- Train and development of staff, serving as a leader and resource to ensure exceptional service and quality work.
- Establish and maintain interpersonal community relationships, reflecting Copaken's core values and organizational expectations.

#### **Responsibilities:**

- High school diploma or equivalent.
- One year or more experience working with the public preferably in a customer service or security function.
- Recent three years of stable work history.
- A valid driver's license is required.
- Must be able to obtain any required police commission. (If have military service, must have Honorable or Under Honorable Conditions discharge on DD-214).
- Able to work various shifts, weekends and holidays including extended hours as required.
- Basic computer knowledge required.
- Pass CPR & AED certification within one year of hire.
- Basic knowledge of and experience with fire alarm, CCTV and card access systems preferred

We offer competitive wage/benefits package  
No phone calls please - EOE/M/F/D/V – Principals Only

**To Apply:** Qualified candidates who want to work in a fast-paced, challenging environment should send a resume, cover letter and salary requirements to [hr@copaken-brooks.com](mailto:hr@copaken-brooks.com). Please indicate the position for which you are applying.