DOORMAN

Job Description:

A **Doorman** provides both greetings and security at the entrance and within an establishment. They ensure that only appropriate residents or guests patrons are allowed entrance to a establishment or an event. They may work at a residence building or at a business. They are responsible for allowing only residents or employees entrance into the building. They may also be responsible for verifying guests for entrance, accepting packages and deliveries, and contacting property management with building issues such as problems with the elevators or electricity.

They will often provide other courtesy services such as signing for packages, carrying luggage between the elevator and the street, or hailing taxis for residents and guests.

Job Responsibilities:

* Greet entering residents and guests
* Determine if certain guests are on an approved list
* Contact residents to verify if guest is scheduled for a visit
* Assess entering guests for appropriate dress and appropriate behavior
* Limit volume of guests in a space in accordance with fire safety codes
* Prevent access to potentially disruptive guests
* Remove disruptive and intoxicated guests
* Determine when to involve police
* Maintain professional behavior
* Do not take guest behavior personally
* Keep a calm and cool demeanor
* Become physical only when necessary
* Physical contact should be for self-defense and guest removal only, never for attack
* Be friendly and helpful
* Know when to seek higher level assistance for a resident issue
* Contact property management for escalations and property issues
* Maintaining orderliness and etiquette in all applicable vicinities.
* Accept packages
* Sign for deliveries
* Contact residents with delivery information
* Assist residents with luggage
* Hail taxi cabs or call a driving service for residents
* Coordinate maintenance projects and repairs between property management and workers
* Provide information to residents and guests on current events in the building
* Handle all guests requests, queries, comments and complaints in a courteous and prompt manner, informing the necessary management steps and ensuring follow-through where required.

Job Qualifications:

* High School Diploma
* Associates in hospitality or related field preferred
* Experience as a doorman

Opportunities as doorman or are available for applicants without experience in which more than one doorman is needed in an area such that an experienced doorman will be present to mentor.

Job Skills Required:

* Excellent customer service skills
* Calm demeanor and not easily irritated or angered
* Physical strength
* Outstanding communication and interpersonal skills
* Ability to not take customer issues personally
* Basic understanding of human psychology
* Good listening skills
* Ability to carry up to 50lbs
* Physical endurance to stand on feet for entire shift
* Cultural competence and ethnic sensitivity