



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/02

Bilingual Lobby Ambassador

Job ID	78-9F-AF-DB-59-A0
Web Address	https://careers.indigenous.link/viewjob?jobname=78-9F-AF-DB-59-A0
Company	BGIS
Location	Montreal, Quebec
Date Posted	From: 2020-01-24 To: 2020-02-23
Job	Type: Full-time Category: Miscellaneous
Languages	French, English

Description

The role of the Lobby Ambassador will collaborate with various partners to ensure a high-quality seamless workplace experience is provided consistently for all employees. These partners include facilities and workplace experience teams, client employees, BGIS facilities and project teams, food service operators and fitness center operators. In this role, there is a unique opportunity to influence how employees work, and directly impact their work day. You will work with a team of professionals delivering workplace services including hospitality, reception, event space coordination, space occupancy and mail/package deliveries. In this role, you will be empowered to make decisions that are aligned with the organization's workplace standards to ensure that the newly renovated space continues to meet the needs of all employees. This role will support the key differentiator of the organization – its people, by enabling a culture of high-performance teams.

Location details:

220,000 square feet of fully modernized and renovated space, operates 7 days a week

2,000 employees

Space includes onsite cafeteria, main entrance, multipurpose rooms, event space, games room, lobby areas, onsite fitness centre, customer centre and more

KEY DUTIES & RESPONSIBILITIES

Client Support

Support customers, visitors and employees in a friendly, knowledgeable and courteous manner at all times

Responsible for the workplace experience in designated lobby/service areas – welcoming employees, assisting with inquiries/questions, building access and badges

Have an extensive knowledge of the workplace – technology, meeting rooms, multi-purpose and shared spaces, amenities and places of interest, and be able to communicate these confidently and articulately to employees and guests

Act as an ambassador for the Workplace Experience program

Answer incoming calls promptly, in a professional and courteous manner

Maintain and issue program related materials supporting onboarding and training of the Experience team

Assist with minor event planning and meeting space set up

Provide local amenities maps

Use operational knowledge of the facility to provide swift resolution of any challenges experienced by employees or guests

Manage security access cards for visitors and contractors.

Submit work orders for maintenance (including technology), work space or janitorial issues, to ensure timely response and tracking for continuous improvement

Ensure workplace health and safety guidelines are followed, and report any violations or near-misses to Manager/Client/BGIS partners

– Technology Assistance

Escalation point of contact for office and technology issues

Demonstrate new technologies released in support of enhancing the workplace experience

Administer triage for meeting room technology- i.e. reset, reboot meeting room panels and lobby touch screen and/or manage escalations

Manage locker/file cabinet inventory assignment

KNOWLEDGE & SKILLS

Lobby Ambassador must be Bilingual French (fluent in both written and verbal communication)

This role requires the Lobby Ambassador to work on site Monday to Friday (during business hours)

College diploma with 1-3 years of job-related experience, ideally in a Corporate or Tourism/Hospitality environment in a concierge, host or reception role

High level of people skills - service oriented, customer-focused and a can-do attitude

Able to exercise sound judgement, make decisions, provide direction, work with a high level of confidentiality and discretion

Strong written and verbal communication skills

Strong computer skills, including MS Office (Word, Excel, PowerPoint, Skype for Business), collaboration tools, service ticket applications and badge access applications

Self-starter, able to work independently as well as in a team

Pro-active, approachable, and solution-based

Ability to handle multiple priorities and work under pressure

Strong organization skills

– Licenses and/or Professional Accreditation

None Required

BGIS123

How to Apply

Please apply online on to the link below:

<https://trr.tbe.taleo.net/trr01/ats/careers/v2/viewRequisitionorg=BGIS&cws=68&rid=10173>