

Role: Concierge	Status: Temporary Part-time
Weekly Hours: 8 Hours per week	Reports to: Katelyn Burns, Office Manager
Posted: July 7, 2026	Closes: July 27, 2026
Posting Number: JULY072026	
Salary/Wage: \$40,000 to \$45,000	
Interested Applicants please submit your resume and cover letter to HR@shalomvillage.ca	

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:

This position has a key accountability for....

- Serves visitors by greeting, welcoming, and directing them appropriately.
- Welcomes effectively and respectfully both internal and external customers who approach them for direction and assistance. Informs as where help for common requests can be found and how to access that help and/or information.
- Provides 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.
- Notifies relevant employees/ leaders/ residents when visitors arrive.
- Keeps an eye on security and telecommunications systems.
- Answers visitors' and resident questions, calls, and emails, and provide them with the relevant information about the organization.
- Maintains visitor, employee, and department directories and logs.
- Processes, files and follows 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.
- Asks 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.
- Processes incoming mail
- Assists with managing room bookings.
- Prepares cash receipts.

- Organizes the reception area while complying with office procedures, rules, and regulations.
- Keeps a record of office supply inventory and expenses.
- Signs for deliveries and ensure all mail and packages are distributed accordingly.

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.

Requirements:

- Eligibility for Employment - All employees (new hires) must be legally entitled to work in Canada and in the Province of Ontario, in accordance with the Immigration and Refugee Protection Act (Canada) and the Employment Standards Act, 2000 (Ontario). Proof of eligibility to work may be required as a condition of employment.
- Vulnerable Sector Check (VSC) – all new employees are required to provide a Vulnerable Sector Check (VSC) completed within the last six (6) months of the hire date
- Tuberculosis (TB) Testing – all new employees must have either a two-step TB Skin test or Chest X-ray completed within the last six (6) months before they begin working

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 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.

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.

Positions that are posted on any of the online job sites, such as Indeed, LinkedIn, etc. Parts of our hiring process use AI to summarize candidate information and improve efficiency. Based on those results, applicants will be manually reviewed by the HR and/or the hiring manager. A human reviews all applications and makes final decisions.

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.*