

THE SPEARS BUILDING CONDOMINIUM DOOR STAFF JOB DESCRIPTION AND POSITION GUIDELINES

These guidelines are not intended to be an all-inclusive description of job functions. The purpose of these guidelines is to outline expectations of the position and generally define responsibilities. The employee's signature on this Position Description Guideline is an acknowledgement of its receipt.

POSITION SUMMARY

The Door Staff position is responsible to provide service, assistance and security to the owners and tenants of the Spears Building.

The Doorman shall report directly to the Superintendent.

As an on-site representative of the Condominium the Door Staff shall present them self in a professional and business-like manner. The Door Staff will demonstrate strong characteristics of commitment, trustworthiness, responsibility and dependability.

The Door Staff must make every effort to provide quality, timely service.

The Door Staff will follow a daily work schedule provided by the Superintendent.

The Doorman are responsible for some general cleaning tasks localized around the front desk ,the front door area, front of the building and assisting with building garbage , however,e first thing that owners and their guests see when entering the building is how well you do your job. Therefore, it is imperative that you always strive to keep the front desk area orderly and clean. This is extremely important. However, you should not concentrate on cleaning to the detriment of your ability to provide (a) service and (b) security to the owners and tenants of the Spears Building. Obviously, assisting an owner who is holding packages and pushing a stroller is vastly more important than removing fingerprints from the glass panels in the front door.

DOOR STAFF RULES AND DUTIES

Staff Rules:

1. *Arrive on time.* Front desk staff must be at the desk and ready to take over no less than 10 minutes prior to their shift in order to go over the package and message lists with the previous door person.
2. *Tardiness.* If you are late for the start of your shift, management will deduct wages from your paycheck.
3. *Dress.* Full time employees must wear uniforms provided by the condominium,

4. *Weekend and part time* Desk staff must be dressed appropriately in clean dark colored slacks and clean, pressed button down shirt and tie.
5. *Front Desk.* The appearance of the front desk is the responsibility of the desk staff. Each staff member is expected to leave the desk clean for the person on the next shift. Excessive storage of personal items is not permitted (e.g. books, magazines, newspapers, computers cups or food). No food is to be brought to be consumed while on duty. Non-alcoholic beverages are acceptable.
6. *No Alcohol, No Drugs.* Drinking alcohol or using illegal drugs while on duty, or reporting to work under the influence of alcohol or drugs will result in immediate suspension and possible termination of employment.
7. *No Smoking.* Smoking is not allowed in the lobby or any common area in the Spears Building Condominium. Smoking on the premises will result in immediate warning and possible suspension.
8. *Demeanor.* Be sure to stand when residents or guests enter or exit the building. Under no circumstances are staff members to argue with any owner, resident, guests or vendor. Contact the superintendent immediately if any owner, resident, guest or outside vendor becomes unruly.
9. *Door staff should realize that they hold a position of trust and responsibility.* Illegal behavior while off the job can constitute grounds for suspension or termination.
10. *No Gossiping.* Do not indulge in gossip of any nature concerning building mechanics, building policies or procedures, or concerning any resident, owner, or staff member.
11. *Cooperation.* Try to get along with your fellow employees. Generally assist each other and work together. Naturally, if another employee fails to do his/her duties in a way that affects your own performance, you should report the problem to the superintendent and then to the building manager.
12. *Security.* If for any reason the door person must leave the lobby unattended, try to first get another employee to cover the post; the door must be locked if another employee is not available. Do not cross the street with the luggage cart and leave the lobby unattended; explain to the owner/resident that you cannot leave the door and ask them to pull up to the front curb. If someone asks you help them get their luggage and bring it to the building, do not leave the front door propped open. Bring your key with you and secure the door behind you.
13. *Discretion.* No information of any nature, personal or otherwise, is to be given to anyone about any resident or employee of the Spears Building Condominium without the consent of that person. No information concerning the layout of any common areas, apartments, entrances, or exits of the Spears Building are to be given to anyone not associated with the condominium unless authorized by the owner or the superintendent -- except during an emergency to firemen or police officials, or to employees of the Environmental Control Board or NYC Department of Buildings, and then only when a badge or proper ID is presented.
14. *On Site Presence.* No employee should be on the premises for an unreasonable amount of time before or after a shift. If any employee needs to be on the premises outside his or her designated shift, the superintendent must approve before hand.
15. *Outside Work.* "Side jobs" by any employee must be approved ahead of time by the superintendent or by the management company and must be done outside the

employee's regular working hours; the employee's on-site presence while doing such work must also be approved by the Superintendent prior to scheduling.

16. *Sick Days.* Except in an emergency, you must call in sick at least 3 to 4 hours before the beginning of your shift in order to provide ample time to find back up coverage.
17. *Telephone.* Limit personal phone calls to five (5) minutes. Try to use the phone only in an emergency. Door Staff should not be on the phone for prolonged periods of time because it detracts from your ability to serve the needs of the owners of the building.
18. *Passkey.* Door staff must keep the key box locked at all times.

Staff Duties:

19. *Generally assist owners* who are entering the building by greeting them, holding the door open and offering to carry packages.
20. *Protect the Lobby* – do not allow contractors, delivery people, etc. to lean anything against the walls and wooden panels in the lobby. *Generally manage the flow of people* entering and exiting the building. Notify the Super when vendors arrive, and notify owners when guests arrive.
21. *Mats.* The desk staff should put down the floor mats at the entry when it rains or snows and take up the mats when no longer needed.
22. *Salt.* Spread salt around the entire 22nd Street frontages when appropriate – i.e., when it snows or is icy underfoot.
23. *Mail.* If the letter carrier gives you mail to hold for the owners, store it temporarily in the appropriate location.
24. *Packages.* Accept packages from delivery people, including Federal Express, UPS, dry cleaners, etc. Guard delivered materials, keep deliveries organized, and assist with distribution to owners/tenants.
25. *Delivery Log.* Enter package, key, dry cleaning or other deliveries immediately and accurately into the log and notify owner/resident of delivery received.
26. *Package Room.* Keep small packages stored in the package room. Take big boxes to the storage area on the mezzanine. Keep both areas orderly and neat.
27. *Call Superintendent* at the request of unit owners.
28. *At start of your shift,* check 22th Street frontage to see if vagrant/homeless people are loitering in front of the property. If this is the case, you should dial 311 to report their presence.
29. *No Smoking.* Smoking is not allowed in the lobby or any common area in the Spears Building Condominium. Any employee seeing a resident or outside vendor smoking should politely request them to go outside or to extinguish the cigar or cigarette.
30. *Newspapers.* Weekend door staff must distribute newspapers. Newspapers should be taken upstairs daily and put outside the doors as early in the shift as possible.
31. *Trades people.* Only the Superintendent is permitted to give instructions to a building tradesperson (e.g. elevator, boiler mechanic, carpenter, window repair man, etc.). If an owner or a tenant owner asks you to communicate something to the tradesperson, inform the Super. Do not take it upon yourself to give instructions to, or make requests of building tradespeople. If the Super is away from the building and cannot be reached, call the property manager at Andrews.

32. *Door Staff Cleaning Tasks.* The following cleaning tasks are the responsibility of the door staff as well as the porter on duty. These tasks are to be carried out when you are not attending to owners, residents, vendors, deliveries or lobby traffic, etc. Obviously you should not concentrate on cleaning to the detriment of your ability to provide service to the owners and tenants of the Spears Building..

- elevator doors need to be cleaned with the proper stainless steel applicant.
- The door staff has to collect the recyclables once a day as designated, as well as assist with the garbage removal.
- There is a dust mop behind the door. Pass the mop through the lobby area two (2) times per shift, or as needed.
- Wipe down door staff desk and panels, but only with cleaners approved by the superintendent.
- “Visitors must be announced” sign must be displayed appropriately.
- Clean immediate area in front of the main building entrance with small broom, and remove bottles, cans, bags, windswept debris (leaves, miscellaneous garbage) etc.

33. *Door Staff administrative/operational duties.* These are not to be considered all inclusive and common sense is to be used for any situation not listed here.

- The door staff must announce all visitors.
- The door staff has to be courteous and helpful toward all residents and visitors of the Spears Building (help with groceries, luggage, etc; physically open the door whenever possible; unlock the elevator floor; condo not argue with the residents, visitors, workers, etc.)
- Proper attire is to be maintained at all times: complete uniform if provided, black shoes and tie. The weekend and relief staff is required to wear dark color pants, black shoes and white shirt. An overcoat is permitted if needed during cold weather. No radio/tv/personal computers are to be used while on duty. The outside door should stay closed for security reason, and the doorman should be ready to assist the residents by physically opening it when needed.
- No food or snacks are to be consumed while on duty. The door staff is designated three separate breaks (two 15 min breaks and one 30 min break) for this purpose.
- The door staff has to keep a proper record in the ‘Log Book’ of any visitors, contractors, workers, as well as packages, dry-cleaning, messenger deliveries. Unless otherwise instructed by the owners, in their absence, the doorman has to accept all deliveries (within the reasonable space limitations; signature might be required) log them in, and notify the residents of their presence. The door staff is responsible for things left in their keep (packages, building tools and materials, etc) as well as for properly locking all doors whenever they leave their post.
- The door staff has to assist residents during emergencies (water leaks, loss of electricity, etc), or perform different tasks as directed by the Superintendent within reasonable safety limits.
- All discrepancies, complains, emergencies have to be promptly reported to the Superintendent, as well as any lapses by the previous shift (which in no way should excuse anyone from performing his assigned responsibilities). Non-

compliance with these house rules constitutes grounds for warnings, suspension and termination of employment.

EMERGENCY PROCEDURES

- 1) If you become aware of an emergency (leak, flood, no heat) immediately consult the log-book (there may be some reference to ongoing repairs or maintenance). If there are no instructions, immediately contact the Superintendent because he may know about the condition. The Superintendent will decide whether to contact the managing agent and/or a contractor, or to handle the problem on his own.
- 2) If you need to call the ANDREWS BUILDING CORPORATION Emergency line -- because either the Superintendent or an owner asks you to or because you cannot reach the Superintendent -- please call the following number:

Andrews Emergency Cell Phone: (917) 691-9077

The Andrews emergency manager will communicate directly with you, the owner, the Superintendent, and/or the managing agent as appropriate.

- 3) If an owner wants you to call the Andrews Emergency Number, do so, no matter what the circumstances. Do not try to make judgment calls. This is especially true if the owner is upset, or, if the Super is unavailable.

Let's say, for example, that the building air conditioning isn't working. But, repairs are underway and the owners have been notified of this by email, or posting. Perhaps one resident calls late at night and requests that you do something.

You should respectfully explain that repairs are underway, and that nothing further can be done. If the owner insists that you contact the Super, or the managing agent, **do so**. However, most of the time, the owner will understand and wait until morning.

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I have read the Spears Building Condominium Door Staff Job Description and Position Guidelines .

Received by: _____

Name: _____
Print Name

Date: _____