

Concierge Security Job Description

A comprehensive job description template
for Australian security businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and security industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Concierge Security Officer / Security Concierge / Front of House Security

1.2 Position Summary

The Concierge Security Officer is responsible for providing a professional front-of-house presence combining security duties with high-level customer service, visitor management and reception functions. This role requires excellent interpersonal skills, professional presentation and the ability to balance security responsibilities with welcoming hospitality in corporate offices, residential buildings, hotels or premium commercial properties.

The position involves managing building access control, greeting and assisting visitors, tenants and staff, coordinating deliveries and contractors, monitoring security systems, handling enquiries and requests, maintaining lobby presentation and responding to incidents professionally. Concierge Security Officers must present a polished, professional image while maintaining vigilance and ensuring security protocols are followed in premium environments where customer service is paramount.

1.3 Reporting Structure

This position reports to:

- Building Manager / Facilities Manager
- Security Supervisor / Operations Manager
- Property Manager / Client Representative

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered shifts)
- Casual (relief shifts)

2. Key Responsibilities

2.1 Visitor Management and Reception

- Greet visitors, tenants and staff in a warm and professional manner
- Manage visitor sign-in and registration systems
- Issue visitor passes and temporary access cards
- Screen and verify visitor credentials and appointments
- Escort visitors to appropriate locations when required
- Maintain professional reception desk presence

- Answer telephone calls and direct enquiries appropriately

2.2 Access Control and Security

- Control and monitor building entry and exit points
- Operate electronic access control systems
- Prevent unauthorized access to building and restricted areas
- Monitor CCTV cameras and security systems
- Conduct discreet security patrols of common areas
- Check identification when required
- Ensure security protocols are followed

2.3 Customer Service and Assistance

- Provide exceptional customer service to tenants and visitors
- Answer questions and provide information about building and tenants
- Assist with directions and wayfinding
- Handle enquiries, requests and complaints professionally
- Coordinate taxi and rideshare services for visitors
- Assist elderly, disabled or guests requiring additional support
- Maintain positive relationships with building occupants

2.4 Delivery and Contractor Management

- Coordinate and manage deliveries and couriers
- Sign for parcels and notify recipients
- Manage contractor sign-in and site inductions
- Issue contractor passes and parking permits
- Monitor contractor work and movements
- Ensure contractors comply with building regulations
- Maintain delivery logs and records

2.5 Lobby and Building Presentation

- Maintain immaculate presentation of reception and lobby areas
- Ensure furniture, displays and signage are tidy and organized
- Monitor and report maintenance issues affecting presentation
- Coordinate with cleaning staff regarding lobby standards
- Arrange flowers, newspapers and amenities
- Create welcoming and professional atmosphere
- Ensure first impression reflects building standards

2.6 Incident Response and Emergency Management

- Respond to security incidents calmly and professionally
- Handle difficult visitors or trespassers discreetly
- Assist during fire evacuations and emergencies
- Provide first aid when qualified and necessary
- Contact emergency services when required
- Write detailed incident reports
- Communicate incidents to building management

2.7 Administrative and Reporting Duties

- Maintain accurate visitor logs and access records
- Complete daily occurrence reports and shift handovers
- Process and file paperwork and documentation
- Update tenant directories and building information
- Manage key and access card systems
- Respond to emails and correspondence professionally
- Coordinate with building management on operational matters

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Excellence

Outstanding customer service skills with warm and welcoming manner. Ability to interact professionally with VIPs, executives and diverse visitors. Excellent interpersonal skills and emotional intelligence. Creating positive first impressions and maintaining high service standards. Hospitality mindset combined with security awareness.

Professional Communication

Exceptional verbal communication skills with clear and professional manner. Excellent telephone etiquette. Ability to communicate with people from diverse backgrounds. Strong written communication for emails and reports. Active listening and ability to understand and respond to requests appropriately.

Presentation and Grooming

Immaculate personal presentation and grooming. Professional appearance suitable for premium environments. Well-groomed, polished and presentable at all times. Understanding of corporate dress standards. Confident and professional demeanour. Attention to personal hygiene and appearance.

Multi-tasking and Organization

Ability to manage multiple tasks simultaneously. Organizational skills for coordinating visitors, deliveries and contractors. Time management and prioritization. Attention to detail in administrative duties. Maintaining composure during busy periods. Efficient and methodical approach to work.

3.2 Personal Attributes

- Professional, polished and well-presented appearance
- Friendly, approachable and welcoming personality
- High level of integrity and trustworthiness
- Patient and calm under pressure
- Discreet and respectful of confidentiality
- Reliable and punctual with excellent attendance
- Adaptable and flexible to changing situations
- Team player with positive attitude
- Professional work ethic and pride in appearance
- Cultural awareness and sensitivity

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A) in relevant state/territory
- National Police Check (no older than 6 months)
- Eligibility to work in Australia (visa or citizenship)
- Exceptional customer service skills and experience
- Professional presentation and grooming standards
- Excellent verbal and written communication skills
- Computer literacy including MS Office and building systems

4.2 Desirable Qualifications

- Certificate II or III in Security Operations
- Certificate III in Hospitality or Customer Service
- Current First Aid certificate
- Previous concierge, hospitality or reception experience
- Experience in premium corporate or residential environments
- Second language skills (particularly Asian or European languages)
- Experience with access control and building management systems

4.3 Experience

Previous experience in customer-facing roles is essential, particularly in hospitality, reception, concierge or premium security environments. Candidates must demonstrate exceptional interpersonal skills, professional presentation and ability to balance security responsibilities with high-level customer service. Experience in corporate offices, premium residential buildings, hotels or luxury retail is highly regarded.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts covering business hours (typically 7am-7pm)
- Day, afternoon and some evening shifts
- Weekend work may be required for residential buildings
- Shift lengths typically 8-12 hours
- Roster provided in advance as per award requirements
- Public holiday work may be required

5.2 Physical Requirements

- Standing for extended periods at reception desk
- Walking during lobby patrols and assistance duties
- Ability to assist with luggage, parcels and deliveries
- Good vision and hearing for monitoring and communication
- Professional appearance and deportment
- Ability to work in climate-controlled indoor environments

5.3 Work Environment

- Premium corporate offices or residential buildings
- Professional lobby and reception areas
- Climate-controlled indoor environment
- Interaction with executives, tenants and VIP visitors
- High standards of presentation and service
- Professional and prestigious work environment

5.4 Uniform and Presentation

- Professional security uniform or business attire provided
- Suit, shirt, tie or corporate uniform required
- Polished black shoes (well-maintained and clean)
- Security licence must be worn but displayed discreetly
- Immaculate grooming and hygiene standards
- Name badge and professional identification

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Security Services Industry Award 2020 (MA000016). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in the security services industry.

6.2 Classification Level

Concierge Security Officers are generally classified under the award as:

- Level 2: Security Officer with customer service and reception duties
- Level 3: Experienced Concierge Security with additional responsibilities

The specific classification level will be determined based on duties performed and level of responsibility.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 225% of base rate
- Evening work (after 6pm before midnight Monday-Friday): 130% of base rate

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Security Services Industry Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Excellence

- Maintain impeccable presentation and grooming at all times
- Arrive on time in full uniform, well-groomed and prepared
- Greet everyone with warmth and professionalism
- Maintain positive and welcoming demeanour throughout shift
- Represent the building and company to highest standards
- Handle all situations with discretion and professionalism

7.2 Customer Service Standards

- Provide exceptional service to all visitors and tenants
- Anticipate needs and provide proactive assistance
- Handle complaints and difficult situations with grace
- Go above and beyond to create positive experiences
- Remember regular visitors and tenants by name
- Maintain friendly but professional boundaries

7.3 Security Responsibilities

- Balance customer service with security vigilance
- Enforce security protocols discreetly and professionally
- Maintain awareness of surroundings and activities

- Report security concerns and incidents promptly
- Handle security situations calmly without causing alarm
- Maintain confidentiality regarding building security

7.4 Teamwork and Communication

- Cooperate with building management and other staff
- Provide thorough shift handovers to relief staff
- Communicate important information promptly
- Assist colleagues during busy periods
- Maintain positive working relationships
- Support building team to deliver excellent service

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including customer service experience
- Cover letter addressing customer service skills and experience
- Copy of current Security Licence (Class 1A)
- Copy of National Police Check (within 6 months)
- Professional photo or headshot
- Copies of relevant certificates
- Contact details for at least two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to assess communication skills
- Face-to-face interview with emphasis on presentation
- Customer service scenario assessment
- Verification of security licence and police check
- Reference checks focusing on customer service
- Site tour and introduction to building standards

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____