



**Company Overview:** Bensonhurst Center for Rehabilitation and Healthcare is a 200 beds sub-acute rehabilitation and skilled nursing facility serving Southern Brooklyn. We were voted Best of Brooklyn under both Best Rehabilitation and Best Nursing Home categories in 2023. We serve a large population of Asian residents and their families.

**Position Title:** Concierge -Fulltime Position •• Be the liaison between the residents/their families and different departments •• Utilize inside marketing strategies and techniques towards brand building •• Attend community events as needed •• Ensure a comfortable and satisfying stay for our residents and perform other related duties as assigned

Patient concierge services, also known as “healthcare concierge service,” are a transformative offering that extends a nurturing hand to patients and their loved ones throughout their hospital journey. This innovative service redefines the healthcare experience by expertly managing non-clinical needs, streamlining the hospital stay and alleviating the complexities that can often overshadow the healing process.

Patient concierges also shoulder the burden of out-of-scope, customer-service centric tasks that often burden dedicated clinical staff. In the ever-demanding healthcare environment, where the focus should ideally be on patient care and medical expertise, patient concierge step in as invaluable allies.

**Job requirements:** • High School diploma required/college degree in related social services, business field is preferred • Sales and marketing and/or healthcare experience preferred • Bilingual language in Chinese and English Salary range commensurate with experience: Range from: 40K-45K. Work hours are 10am-6PM.