

## Welfare officer

### *Fulltime*

As a welfare officer you are responsible for the day-to-day business at the residential locations from KAFRA Housing. You are the contact person for the residents and you are responsible for the management at our location, this means everything that relates to the residences and the comfort of our residents.

You make sure our residents have an enjoyable stay at our location(s). You are responsible for the living experience of the residents. Furthermore, you make sure that residents follow the house rules and guidelines. You are flexible and have a positive and professional attitude with the intention to correctly perform your duties and responsibilities.

### *What does the job require?*

- You take care of the check-in and check-out of residents;
- You do a periodic check of the residences;
- You check the residences and residents on discipline, cleanness, safety and hygiene;
- You check the condition of the inventory at the location and you inform any deficiencies and defects;
- You make sure that empty beds are clean and ready for use at any time;
- You are responsible for first-line safety at our location;
- You make sure residents follow the house rules;
- You perform light facility tasks;
- You guarantee correct registration in the night register and process this in our system;
- You report violations, damage and irregularities of the house rules by our tenants;
- You handle complaints and resolve them within the specified period;
- You are available 24/7 for emergencies.

### *Who are you?*

- ✓ Minimum MBO working- or thinking level;
- ✓ Relevant work experience;
- ✓ Driver's license B;
- ✓ Command of the English and / or Polish language. Knowledge of another language such as Bulgarian or Romanian is an advantage;
- ✓ Experience in the hotel industry and / or care service is an advantage;
- ✓ Knowledge of Microsoft Office applications.

### *What do you get in return?*

You will be included in a no-nonsense organization with short lines of communication and a corporate culture in which colleagues support each other. Your commitment and results will be rewarded with a good salary and good primary and secondary employment conditions.

Are you interested in this position? Let us know by sending an e-mail to [info@kafrahousing.com](mailto:info@kafrahousing.com) or call +31 (0) 88 523 7200.

