

AUSTIN PRESBYTERIAN THEOLOGICAL SEMINARY

JOB TITLE: Receptionist and Event-Facilities Coordinator
DEPARTMENT: Business Affairs Office
REPORTS TO: Director of Human Resources
FLSA STATUS: Non-Exempt
DIRECT REPORTS: Student Workers

SUMMARY: The Receptionist and Event-Facilities Coordinator will be the public face and voice that greets students and guests. Responsibilities will include greeting callers to the Seminary's main phone number, providing front desk help to overnight guests, giving assistance to campus visitors, coordinating internal meeting room use and conference and event housing needs, and helping with Campus Cards, and guest parking permits.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Switchboard and Desk Operations

- * Greet and assist internal and external guests.
- * Provide outstanding customer service by addressing customer needs and requests; obtain information/direct guests to appropriate resource or contact person to serve customer needs.
- * Maintain seminary's outgoing message to reflect current hours of operation.
- * Ensure that the atrium and hospitality desk are neat and inviting to guests.
- * Maintain pertinent information, brochures, etc. for the McCord desk area.

Guest Housing and Conferences

- * Provide excellent customer service to everyone who stays overnight or attends a conference.
- * Serve as the primary contact for scheduling internal meeting room reservations (i.e., student/staff/meetings), event and conference housing logistics, and assess success of guest experiences
- * Maintain thorough records of conferences, including contracts and insurance binders for all groups, for billing purposes, and collect payment from conferences and events for guest housing, meeting rooms, and food services.
- * Work with maintenance to ensure the daily cleaning of all guest housing.
- * Create welcome packet for overnight housing guests, including key, parking permit, and information on seminary facilities.
- * Maintain written record of which housing units are occupied for the benefit of student workers, staff and maintenance.
- * Ensure that there is an adequate supply of room keys and that the keys have current labels.
- * Ensure security of all applicable keys and inform the Director of Physical Plant of any needs or concerns regarding keys.

Chapel and McCord Rentals

- * Implement and enforce the Seminary chapel and McCord rental policies.
- * Serve as the primary interface between the Seminary and all outside parties, rental companies, wedding coordinators, and wedding parties.
- * Coordinate Chapel rental / Stotts rental / wedding use; process related deposits, payments, refunds

and reimbursements.

- * Supervise, select, and train all Chapel Liaisons
- * Maintain wedding calendar and schedule Chapel Liaisons.

Campus Cards

- * Manage and maintain the Campus Card program, including carding all staff and students, processing all conference-related campus card billing, deposits and refunds, maintaining equipment, and updating student/staff database

Parking Permits

- * Provide guests with temporary parking passes and maintain temporary permit records.
- * Order and maintain temporary parking permit supply.

Package Receiving Services

- * Provide express delivery services to students and staff.
- * Supervise express delivery services and ensure timely delivery to recipients, including notifying recipients and entering packages into the log.

Calendar

- * Create the weekly seminary calendar and distribute to Kairos and the portal.
- * Post weekly event calendars at the door of each McCord meeting space.

Other Duties

- * Recruit, train, and supervise student desk staff and maintain desk coverage schedule.
- * Compile, maintain, update desk manual, Hospitality Assistant Manual, and supporting documentation for all wedding events.
- * Process payments for campus card, guest housing, chapel use, etc. - submit transmittals; maintain financial record of all McCord desk transactions.
- * Maintain supporting documentation for all wedding events.
- * Maintain the desk coverage schedule.
- * Receive and deliver faxes to the seminary community.
- * Assist students with making copies or faxes at the hospitality desk.

MINIMUM QUALIFICATIONS

Education: High school education or equivalent; some business school or college preferred.

Special Certifications/Training: None

Experience: One to two years customer service experience, general administrative work, switchboard, reservation management, data entry.

Special Requirements/Skills: Strong oral and written communication skills.

Strong customer service and interpersonal skills.
Basic knowledge of and ability to effectively utilize computers/software, including Windows and Microsoft Office applications (Word and Excel), WordPerfect, and database applications (Booking Center, CS Gold).
Commitment to being a team player.
Ability to use discretion and maintain confidentiality.
Ability to organize and prioritize work.
Agility in multi-tasking.
Ability to make decisions based on incomplete or imperfect information.
Maintains a bias toward action.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or listen, and is occasionally required to stand, walk, and reach using hands and arms.

Disclaimer: The statements herein are intended to describe the general nature and level of work being performed by the incumbent in this position, and assist in evaluating this job fairly and equitably. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. Management may change the duties and responsibilities at their sole discretion, and may request the employee perform duties not listed on the job description. This job description is not a “contract” between the incumbent and the employer.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Human Resources: _____ Date: _____