



Hospitality Receptionist

Job Title: Hospitality Receptionist

Ministerial Designation: Religiously Qualified – Non-Exempt

Department: Hospitality

Reports To: Hospitality Manager

Status: Full-time Regular – 40 hours per week

Prepared By: Steve Drake

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Summary

Participates in the mission and ministries of Tenacre as a Hospitality team member, supports others to uphold the healing atmosphere at Tenacre, and represents that outreach of love by welcoming visitors to the property, directing calls and fielding requests, and being the first contact for visitors and phone inquiries. Provides accounts receivable, accounts payable, and other office support functions.

Competencies

To perform this job successfully, an individual should progressively demonstrate their knowledge of the practice of Christian Science as outlined in the *Church Manual of The First Church of Christ, Scientist, in Boston, Massachusetts* by Mary Baker Eddy. Additional competencies include:

Adaptability – Enjoys multitasking and can prioritize work; deals well with frequent change or unexpected events and maintains accuracy and consistency.

Communication Skills: Responds promptly and graciously to others with warmth, respect, openness, and a sincere desire to serve; carefully maintains confidentiality; manages difficult communication situations; speaks and writes clearly and effectively in English; listens and gets clarification. Communicates and responds to others (one-on-one or with a group) in a non-hierarchical manner with warmth, respect, empathy, and patience; conversation reflects the highest Biblical standard; replies to inquiries and completes requests on a timely basis; follows up appropriately on requests made by others.

Quality Management: Demonstrates orderliness, accuracy, thoroughness, and unfailing attention to detail.

Teamwork - Balances team and individual responsibilities; willing to support Reception and Hospitality team where needed.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Works five business days per week, but occasionally will work weekends instead as needed; efficiently works within the office hours scheduled
- Functions with little oversight and remains solidly within the established practices of the office

Reception, Reservations, and Phone Answering

- Uses strong listening/hearing skills and speaks with clarity when answering phones, transferring calls, responding to visitors, staff, residents, and contractors
- Trains on and skillfully uses technology, including networked phone system, computer, Square, scanner, fax, printers, copiers, calculator, stamp machine, and two-way radio
- Learns and uses RoomMaster software, which is a hospitality/property management computer reservation system; checks guests in and out, changes or adds charges, and takes payments for reservations and transactions of all sorts, such as for Christian Science Nursing Services, staff, Christian Scientists in Residence, and all visitors
- Prepares night phone list providing Campus Property Team members with important information about all activity on the property; keeps daily Resident Ministry on-call schedule up to date

Accounts Receivable & Accounts Payable Duties

- Inputs all cash and check transactions (for example, meal charges, copies, stamp machine, and Christian Science nursing charges)
- Uses calculator and essential math skills to make a change and to verify totals on shift report; utilizes stamp/postage machine, frequently running mail through postage machine for other departments
- Gathers necessary backup information to verify for Night Audit; performs Night Audit by following procedures for verifying transactions of the day, including check and cash transactions, room rates, occupancy, and all charges

Office Duties

- Works in a fast-paced environment; greets visitors, contractors, and staff; answers phones and a wide range of questions; gives out visitor key packets as needed
- RoomMaster/Night Audit-related tasks (check-ins/outs, entries into personal accounts, maintaining the cash drawer including payments for copies, benevolence)

- Works with accounts payable – entering invoices and mailing checks
- Makes copies, walk-in requests for copying
- Accurately files accounts payable invoices, benevolence, and employee fund letters
- Sends and receives USPS, Fed Ex, UPS, or DHL shipments for departments
- Purchases office supplies requested by Tenacre departments, receives and verifies orders, and forwards to departments
- Records financial gifts to Tenacre Benevolence or Employee Funds using Excel spreadsheets
- Demonstrates flexibility and can cross-train on other Business Office systems to support accounts payable and accounts receivable functions during vacation schedules
- Weekly inputs hours worked into ADP
- Provides orientation to other Hospitality staff members, explaining the processes for charges (Desk Folio), meal tickets, office services (faxing, copies), phone account codes, and Tenacre staff and guest billing

Qualifications

To perform this job successfully, an individual must be fluent in English, have excellent communication skills, and perform each essential and additional duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Member of The First Church of Christ, Scientist in Boston, Massachusetts
- A high school diploma or equivalent
- Able to read, write, and speak English fluently
- Competent with word processing and typing
- Proficient in using Microsoft Outlook, Word, and Excel
- Able to use NetSuite, preferred
- Excellent communication skills