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May 2021

POSITION: Receptionist and Registration Associate

REPORTS TO: Guest Services Manager

POSITION SUMMARY: The Receptionist and Registration Associate (RRA) serves as the welcoming face or voice of Pendle Hill by creating a friendly, helpful and safe atmosphere for hundreds of annual participants in programs related to spiritual development, conference rental participants, and those on a personal retreat. Under the direction of the Guest Services Manager, the RRA supports Pendle Hill's registration and orientation processes, providing primary support at guest arrival and departure.

The RRA collaborates with the Guest Services team to provide superb hospitality to all guests, requiring excellent coordination and communication with other team-members, as well as extensive use of email, telephone, and registration software. Additional administrative tasks in support of the Guest Services Team and Pendle Hill as a whole are frequently part of the role.

WORKING ENVIRONMENT: Pendle Hill is a Quaker study, retreat, and conference center that offers programs to people of all faiths and backgrounds. Pendle Hill offers residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, bookstore, and rental space on our beautiful 24-acre campus. Pendle Hill is a fragrance-free, pet-free community.

DUTIES AND RESPONSIBILITIES

1. Staff the reception desk, including guest registration, orientation, room check-in and out, and guest payment.
2. Provide information to those inquiring in person, by email and telephone; Organize back-up phone coverage and/or rerouting calls as necessary.
3. Receive and distribute mail daily, according to the Pendle Hill Mail Sorting Procedures, treating all mail items with care and discretion, including donations.
4. Oversee sojourner reservations by receiving reservations, preparing for arrival (confirmation letters, packets, etc.) and communicating with other staff as needed (housekeepers, kitchen).
5. Reconcile night audit from registration and point of sale software, ensuring all receipts, transactions and cash are documented for the bookkeeper.
6. Create campus signs for Pendle Hill events.
7. Manage and track lost and found.
8. Coordinate organization and function of Registration Office by keeping it stocked and neat, improving systems as needed, and communicating with other staff who use the office.

9. Forward any guest feedback to the Guest Services Manager regarding housekeeping and hospitality services. In cooperation with the Guest Services Manager, submit related work orders and communicate with staff as needed.
10. Book rooms for staff appointments, staff guests, and maintenance needs.
11. Assist the Guest Services Manager and the Registrar in providing hospitality services as needed during working hours, including but not limited to: transporting guests to and from train station, carrying "Hospitality On Call" phone, providing support for registration of Education programs, serving as host in the dining room and setting refreshments.
12. Occasionally assist the Bookstore Manager with projects as needed.
13. Other duties as assigned.

REQUIRED QUALIFICATIONS:

- Excellent organizational skills; ability to be proactive.
- Excellent attention to detail, proven by frequent accuracy in tasks.
- Proven ability to work efficiently in a fast-paced environment and to respond to constituents in a timely fashion.
- Can take a "systems view" of our campus and serve as a helpful hub among departments.
- Familiarity and skill with Microsoft Office suite, and a general aptitude for commonly used workplace software.
- Excellent communication skills (orally, in writing, and via electronic means).
- Customer service orientation
- Ability to both operate well independently and take direction readily.
- Ability and desire to promote and support the mission, vision, and values of Pendle Hill, individual program offerings, and conferences services to constituents.

DESIRED QUALIFICATIONS:

- Bachelor's degree or equivalent in work experience.
- Experience with database management.
- Familiarity with Quaker faith and practices.
- Current driver's license

EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:

- A highly welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences, cultural backgrounds and practices, and differences (of all kinds).
- Familiarity with Quaker faith and practices, and a commitment to learning more and/or a willingness to gain, deepen, and nurture such knowledge.

- Appreciation of the role of Quakerism in the mission of Pendle Hill. Please see our mission, vision, and values statements as part of familiarizing yourself with Pendle Hill.

TIME EXPECTATIONS: This is a full-time, non-exempt position. Work schedule is to be determined, although work times may include weekends and holidays. Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through meal time, housekeeping, or maintenance work.

COMPENSATION AND BENEFITS: \$29,000 - \$32,000 yearly compensation depending on experience plus benefits including medical, dental and life insurance, a retirement plan, generous paid vacation days (20), sick days (15), and holidays (10), the opportunity to obtain a Swarthmore College ID card, which enables access to the Swarthmore library and recreational facilities, and the opportunity to take Pendle Hill courses for free. Overall taxable compensation may also include on-campus residence and board (depending on the availability of housing, at Pendle Hill's discretion).

NONDISCRIMINATION POLICY: Pendle Hill appoints individuals without discrimination based on color, ethnicity, race, sexual orientation, class, gender identity or expression, pregnancy, age, national origin, ancestry, ability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. Pendle Hill recognizes that some of these categories are social constructs, not rooted in science. Our aim is to be inclusive and affirming.

BACKGROUND CHECKS: Pendle Hill will conduct a background check for all candidates prior to hire.

INTERESTED? Please submit a current resume to Eric Evans, 338 Plush Mill Road, Wallingford, PA 19086 or eevans@pendlehill.org. Please put *Receptionist and Registration Associate* and your last name in the email subject line. Review of applications will begin on May 3, 2021 and continue until the position is filled, with an anticipated start date in June 2021.