



**August 2021**

**POSITION:** Night Clerk

**REPORTS TO:** Facilities and Grounds Director

**POSITION SUMMARY:** The Night Clerk is a cross-departmental position tending to the wellbeing of the Pendle Hill campus overnight, including guest support, capable management of basic facilities issues, cleaning, and preparation for the Operations department needs in the coming day. Specifically, this person is available on the emergency cell phone from the hours of 10:30 PM until 6:30 AM to assist guests with excellent customer service and completes 2-3 rounds of campus each evening to promote safety. Between rounds, the Night Clerk cleans public spaces, creates packets for incoming groups, and advances projects in the Woodshop.

**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:**

1. During each shift, complete at least two overnight rounds of campus in various weather conditions and seasons, spaced several hours apart, alert to any building or safety issues and resolving these with appropriate documentation to follow or alerting overnight supervisor as needed.
2. Carry the emergency cell phones at all times, ensuring they remain charged, and respond to guest needs with excellent customer service and care for the buildings of Pendle Hill.
3. Learn fire alarm system and how to respond to alarms in guest buildings.
4. Clean the Barn public spaces – downstairs hallway, lounge, kitchenette, worship room, and both building bathrooms – with special attention to sanitizing “high touch” areas.
5. Thoroughly clean common spaces as assigned, including but not limited to: sweeping and mopping floors, vacuuming carpets and rugs, dusting baseboard and chair rails, cleaning window sills, frames, and glass, dusting light fixtures and surfaces, etc.
6. Prepare for incoming conference groups and other overnight guests by: creating and printing nametags, group signs, registration lists, and welcome packets; maintaining supply inventory for group needs.

7. As time allows, maintain the paint log and key index, and advance projects in the Woodshop, including refinishing furniture, painting, etc.

**REQUIRED QUALIFICATIONS:**

1. Excellent communication skills (orally, in writing, and via electronic means).
2. Strong customer service orientation and a friendly affect.
3. Ability to troubleshoot (or halt damage from) basic building/facilities issues.
4. Excellent judgment in determining urgency of facilities emergency calls, as well as when a facilities issue requires more expert attention.
5. Desire and ability to both operate well independently and to take direction readily.
6. Familiarity and skill with Microsoft Office suite, and a general aptitude for commonly used workplace software.
7. Excellent attention to detail, proven by frequent accuracy in tasks.
8. Ability to be outdoors with limited lighting in a variety of weather conditions.
9. Ability to effectively clean spaces via sweeping, mopping, and scrubbing as needed.
10. Willingness to learn a variety of skills on the job.

**DESIRED QUALIFICATIONS:**

1. Excellent organizational skills.
2. Desire and ability to be proactive.
3. Familiarity with the cleaning solutions required for different surfaces.
4. Basic painting and / or carpentry skills.

**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 taking place from approximately 10:30PM-6:30AM and Wednesday through Sunday (with Mondays and Tuesdays off). This position will require work on occasional 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:** \$29,250 yearly compensation plus benefits including medical, dental and life insurance, a retirement plan, generous paid vacation

days (20), sick days (15), and holidays (11), 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). **On-campus residence is recommended for this position.** Additional benefits include one meal a day from the Pendle Hill Kitchen (free to staff except for the tax), a 20% employee discount at the Pendle Hill Bookstore, free copies of all Pendle Hill pamphlets upon publication, a beautiful campus with walking trails and fellowship with people from around the world.

**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 the following three items to Hannah Mayer, at [hmayer@pendlehill.org](mailto:hmayer@pendlehill.org), with "Night Clerk" and your last name in the email subject line:

1. a current resume,
2. a cover letter that includes how you heard about the position, why you want to be considered and your qualifications (applications received without a cover letter will not be considered),
3. and contact information for three references at least two of whom are professional.

Review of applications will begin on July 12 and continue until the position is filled, with an anticipated start date in late August 2021.