



338 Plush Mill Road
Wallingford, PA 19086-6023
610-566-4507 (worldwide)
800-742-3150 (US)
FAX 610-566-3679
www.pendlehill.org

December 2022

POSITION: Receptionist and Conference Sales Associate

REPORTS TO: Director of Operations

POSITION SUMMARY: The Receptionist and Conference Sales Associate (RCSA) serves as the welcoming face and voice of Pendle Hill by creating a friendly, helpful and safe atmosphere for hundreds of annual conference rental participants, participants in programs for spiritual enrichment, and for individuals on a personal retreat (sojourners). Under the guidance of the Director of Operations, the RCSA supports Pendle Hill's registration and orientation processes, providing primary support at guest arrival and departure. This is a collaborative position, working across teams to help provide radical hospitality to all guests, requiring excellent coordination and communication skills, as well as extensive use of our registration software, Megasy.

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, 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, cooks, etc).
5. Reconcile the 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 the collection of "lost and found" items.
8. Coordinate the 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 Conference Services and Guest Services Coordinators regarding hospitality services. 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 Coordinator and the Education Registrar in providing hospitality services as needed during working hours, including but not limited to: carrying the “Hospitality On-Call” phone, providing support for guests signing in for Education programs, serving as host in the dining room and assisting the Guest Services staff.
12. Assist the Conference Sales Coordinator in clerical work related to booking groups, potentially scaling up to invoicing.
13. Assist Conference Sales Coordinator in conference group communications as needed, including potentially scaling up to assisting with group tours of campus.
14. Other duties as assigned.

REQUIRED QUALIFICATIONS:

- Excellent organizational skills.
- Inclination 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 Megasys software

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).
- Either a familiarity with Quaker faith and practices and a commitment to learning more or a willingness to gain and deepen such knowledge over time.

- 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 & LOCATION EXPECTATIONS: This is a full-time, non-exempt position, which is not eligible for remote work. Out of respect for work-life balance, “full-time” at Pendle Hill is 37.5 hours per week, with 7.5-hour typical workdays. 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: \$15.00 - \$16.40 per hour 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 (11), and the opportunity to take Pendle Hill courses for free. 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. Full-time staff are eligible for competitively priced on-campus housing (depending on availability, and 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.

Pendle Hill staff are required to be fully vaccinated against COVID-19, except for those who cannot receive the vaccine for medical or religious reasons.

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

INTERESTED? Please submit the following items to Hannah Mayer, at hmayer@pendlehill.org, with “Receptionist and Conference Sales Associate” 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 references.

Review of applications will begin on January 18, 2023 and continue until the position is filled, with an anticipated start date in March 2023.