

Hospitality Associate

Hours: 40 hours a week

Reports to: Executive Pastor of Ministries

Education: High School diploma or equivalent

Competitive hourly rate commensurate with qualifications

Key Areas of Responsibilities:

The Hospitality Associate is the first point of contact for guests, members, and staff. This role combines professional hospitality with other administrative responsibilities, including managing the church calendar and coordinating facility usage. Additional responsibilities as required. The ideal candidate is organized, personable, and able to handle multiple priorities with grace and efficiency.

Duties and Objectives:

- **Administrative Support:**
 - Open and close the office
 - Process incoming/outgoing mail and package deliveries
 - Answer incoming calls promptly, guiding callers to the proper ministry or resources
 - Maintain confidentiality and discretion in handling sensitive information related to income mail or calls
 - Warmly greet walk-in guests
- **Inventory and purchasing**
 - Support staff by maintaining office supplies, ordering as necessary
 - Manage weekly snack sign-up sheet and reminders for staff meeting
 - Attend weekly administrative and all staff meetings
 - Convey important information, updates, and announcements to staff, as requested/necessary
- **Building Use Management:**
 - Collaborate with other ministry teams to ensure seamless coordination of events and activities within the church calendar.
 - Communicate facility-related updates to church staff and leadership.
 - Manage the master facility calendar, including all internal and external space reservations
 - Communicate with church members, outside groups, and staff regarding personal and ministry building use requests.
 - Prepare building use agreements and coordinate with renters (including insurance and payment collection, if applicable)
 - Communicate building access, security procedures, and policies to groups using the facility
 - Ensure event set up and teardown needs are properly communicated to custodial or facilities teams
 - Verify and resolve any building use conflicts

Qualifications:

- High school diploma or equivalent required; bachelor's degree preferred.
- Previous experience in administrative support roles, preferably in a church or ministry setting.
- Strong organizational skills with the ability to prioritize tasks and manage multiple projects simultaneously.
- Excellent communication skills, both written and verbal, with a professional and friendly demeanor.
- Proficiency in Microsoft Office suite (Word, Excel, Teams) and familiarity with database management software.
- Ability to work collaboratively as part of a team and independently with minimal supervision.
- A commitment to confidentiality, integrity, and professionalism in all aspects of the role.
- Alignment with the mission, vision, and values of the church.

Education and Experience:

High school diploma or equivalent required; bachelor's degree preferred.

Time Requirements:

This position requires 40 hours per week.