

**Title: Hospitality Services Administrator**

Classification: Full-Time, Non-Exempt

Band Description: Administrative

Supervisor: Executive Director of Administrative Services

*EPA employees through their work help fulfill our mission: recruit and develop transformational leaders to make disciples and grow vital congregations to transform the world.*

*EPA values as an organization and in its employees*

* *innovation and risk taking*
* *excellence in its ministry and service*
* *compassionate and just service*
* *diversity*
* *collaboration*

*United Methodists of Eastern Pennsylvania view all employees as leaders who are critical to the mission, capable of growth and valued.*

**Position Summary**

The Hospitality Services Administrator organizes and manages all EPA meetings and events logistics. The Hospitality Services Administrator is responsible for the initial contact with persons visiting or calling the Conference Center. The Hospitality Services Administrator also supports the administrative work of the Executive Director of Administrative Services.

**Essential Functions**

* Manage the reception desk and main phone line so that all visitors and callers are welcomed professionally and directed appropriately.
* Manage the meeting calendar so that conflicts are avoided, and all meeting requirements are met.
* Monitor meeting/event execution so that all events operate to a high standard and any issues are addressed quickly.
* Provide hospitality logistical needs for Conference office and offsite events.
* Coordinate billing and payments for vendors related to hospitality.
* Order and maintain office hospitality supplies including snacks and beverages.
* Provide administrative support for the Executive Director of Administrative Services

**Organization Responsibilities**

* Serve as a participant for projects as assigned

**Core Competencies**

* Committed to continuously grow in intercultural competence
* Punctuality and consistency. This includes being present, prepared, and on time for meetings (virtual and in-person), maintaining regular availability throughout the workweek.
* Build and maintain relationships that are rooted in honesty and integrity
* Work cooperatively with others
* Communicate clearly and accurately, in writing and orally
* Attention to details and deadlines
* Adapt to an ever-changing work environment so that tasks are carried out seamlessly
* Continue to learn and develop skills
* Confidentiality and Discretion - Handle sensitive information with the highest level of confidentiality. Understands the importance of discretion in a church environment and honors the trust placed in the role by staff, clergy, and guests.

**Qualification**

* One to two years of administrative and hospitality experience.

**Education**

* High School Graduate

**Office expectation**

* This is a non-hybrid position, requiring in-person presence in the office five days a week.

The main office is in Norristown, PA.

**Travel**

* The position requires some evening and weekend responsibilities and some travel beyond the office.

Employee Name:

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Name:

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_