



Position Description

Title: **Business Services Assistant**

Supervisor: Executive Director of Finance and Administration

Job Classification: Part-time, not to exceed thirty hours per week; nonexempt; support staff

General Description

The Business Services Assistant offers hospitality to individuals visiting the Bethany Center, acts as switchboard operator, processes daily bank deposits, and cares for the mail as well as other items as assigned.

Responsibilities

- Offer hospitality: welcome visitors, direct them to appropriate places, connect them with people they are coming to see, sign for packages, and update the welcome sign and wall directory
- Act as the switchboard operator: answer the phone, update the main phone line messages, maintain phone lists, update the front desk manual
- Care for the mail and related items: distribute the mail, take Bethany's mail to the Earlham College post office, address questions from Earlham post office personnel, maintain employee and student mailboxes
- Open gift mail and create a batch to give to the Institutional Advancement recorder; take deposits to bank daily or as needed
- Reserve guest visits at Brethren House; share the schedule with cleaning personnel; make sure breakfast items are available as requested; communicate with guests and hosts as needed; and receive and track payments
- Train students and volunteers who work and serve as receptionist; coordinate schedule
- Serve as cashier for merchandise sales; track sales; set up and take down displays; receive and document sales; maintain petty cash box
- Respond in emergencies by listening for emergency announcements and informing the community of action needed to remain safe; update the voice message when the building is closed unexpectedly
- Maintain room reservations for all of Bethany Center: update the calendar of usage in 25-Live, request room setup and share information with maintenance and cleaning personnel as needed
- Maintain key list, distributing and confirming key returns as needed
- Purchase supplies as requested, maintaining basic supplies in the supply room
- Support event coordination by responding to needs as requested
- Back up others who serve as receptionist when they are out sick or on vacation
- Perform other duties as may reasonably be assigned

Minimum Qualifications

- High school diploma required; associate's degree preferred
- Clerical experience preferred
- Strong interpersonal skills necessary to communicate by telephone or in person; a warm and welcoming presence; ability to respond to requests in a friendly, encouraging way
- Organizational skills
- Professionalism
- Basic knowledge of Microsoft Office Suite
- Knowledge and ability to use typical office equipment
- Ability to maintain confidentiality
- Ability to work as part of a team
- Flexible schedule to work longer when afternoon receptionist is sick or on vacation

Required Relationships

The receptionist will interact with guests, students, and employees on a regular basis.

Applications will be accepted until August 3, 2018. To apply please send a letter of interest, resume, and contact information for three references to

glennta@bethanyseminary.edu

or

Tammy Glenn
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July 2018