

RECEPTION & HOSPITALITY COORDINATOR

Role Purpose Summary:

To provide welcoming hospitality for students and guests and to supply administrative support to senior HCS leadership.

Role Specific Competencies:

1. **Reception** – provide a welcoming, positive first impression in person, on the phone or through electronic communication; anticipate and arrange for job specific hospitality needs.
2. **Organization** – demonstrate effective time management and scheduling, accurate record keeping, and problem solving.
3. **Communication** – ability to communicate clearly, professionally, and amiably in any medium
4. **Adaptability** – handle interruptions and shift focus without compromising productivity; serve with multiple staff.

Knowledge, Skills, and Character Qualities:

- Engaging, welcoming, and amiable personality
- Gift of hospitality
- Strong organizational and problem-solving skills
- Ability to perform duties with confidentiality and professionalism
- Proven self-initiative in work performance
- Ability to be flexible and adaptable to interruptions
- Ability to work collaboratively and with minimal supervision
- Proficiency with computers including Microsoft Office and database software
- Excellent written and oral English communication skills

Tasks:

Reception

- Receive and direct incoming calls
- Welcome students and guests to the office and assist with inquiries.
- Receive and distribute mail and deliveries
- Forward email received as appropriate
- Receive and process student and other payments, as required
- Daily opening and closing of office
- Take outgoing mail to post box daily
- Ensure office voicemail and system messages are current

Senior Administrative Staff Support

- Serve as administrative support to senior administration, including President (or representative), VP Operations, VP Academics
- Provide hospitality services - prepare drinks, snacks, organize/order meeting meals
- Assist with administrative preparations for Board of Governor and other meetings
- Book travel arrangements as requested
 - Assist with staff flight, vehicle rental and accommodation booking
 - Board of Governor accommodation booking

- Non-resident adjunct accommodation and communication of reimbursement policies
- Serve as member of Grad Planning Committee
- Assist with HCS event planning as requested
- Coordinate community lunch events
- Update and maintain procedures pertaining to the Reception & Hospitality role

Office Responsibilities

- Maintain DonorPerfect database
 - Update and add new contact and alumni information regularly
 - On-going verification of contact information, including email addresses
 - Online training and implementation as applicable and needed
- Assist with external communication to constituency and donors as requested
 - Process mass mail-outs in a timely manner
 - Regularly update email contact information and groups in Mail Chimp
 - Process e-blasts as requested
- Assist with internal communications to staff & students as requested
 - Generally accomplished via email and Populi
 - Create & maintain TV announcements
 - Update classroom signage for classes
 - Take and distribute weekly staff meeting minutes
- Maintain office equipment and supplies
 - Order and maintain office equipment and supplies
 - Schedule office equipment and phone system service appointments
 - Order custodial supplies as requested
 - Submit monthly photocopier readings
 - Maintain office hospitality and community lunch supplies
 - Ensure cleanliness of 1st floor staff lunchroom, including fridge

Facility Use

- Maintain HCS facility use calendar on Gmail
- Coordinate and communicate classroom scheduling for all courses
- Maintain security access management software (Kantech)
 - Provide access as required (fobs, door opening, etc.)
- Maintain building security key fobs and keys
 - Maintain key supply, marking, distribution and log
 - Maintain alarm codes and call list as required
- Coordinate facility rentals as per policy
 - Communicate bookings with custodial and maintenance staff
 - Communicate bookings with Business Office for billing purposes

Application:

To apply, please submit the following, in pdf format, to business@horizon.edu.

- Cover letter and resumé
- Two to three references –name, phone number and email address, one should be pastoral

Applications must be received by June 14th. All qualified candidates are invited to apply, however Canadian citizens and permanent residents of Canada will be given priority.

HCS Mission: *“To advance God’s kingdom by **preparing competent Christian leaders** for spirit-empowered Christian life and ministry.”*

HCS Values:

1. **Dependence** – we submit to the Word of God, lived out by the power of the Spirit, in authentic relationship with Jesus Christ and one another.
2. **Community** – we honor, challenge, encourage and are accountable to one another as Jesus modelled for us.
3. **Competence** – we aspire always to give our best, serving faithfully with diligence, integrity, and professionalism.
4. **Development** – we cultivate intellectual, spiritual, and professional growth.