



ST PAUL'S CATHEDRAL
EPISCOPAL

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JOB DESCRIPTION

Job Title	Receptionist, Rental Events Coordinator & Registrar		
Reports to	Director of Administrative Operations		
FSLA Status	Full-Time Non-Exempt	Hours	32-35 hrs p/wk (Mandatory 30 hours in office)
Interfaces	Executive Staff, Department Heads, all other Staff and Volunteers, Members of the Congregation, Vendors, Potential Rental Clients, and the General Public		

JOB PURPOSE

The *Receptionist, Rental Events Coordinator & Registrar* plays an important role in the life of the Cathedral. They aid in the administration of operations, and are a key team member to the goals, and ministries of St. Paul's Cathedral. They are a highly visible representative of the Cathedral as the first contact people have with the Administrative Offices, and with the Cathedral's Facilities Rentals. They are responsible for the accuracy and maintenance of the Facilities Calendar and recording the religious records of life events in the journals and archives of the Cathedral. The *Receptionist, Rental Events Coordinator & Registrar* must be able to work well with parishioners, all staff, and the public. They must be able to work both under close supervision and with some autonomy.

Duties and Responsibilities

Receptionist Duties

50%

- Welcome and greet all visitors with professionalism and warmth
- Answer incoming phone calls, direct to appropriate staff, take messages, and monitor voicemail and emails
- Provide clear, accurate information to public inquiries regarding services, events, rentals, and staff/clergy schedules
- Distribute, sort, and process mail
- Ensure lobby, coffee hospitality, staff break room, Receptionist workspace maintenance/cleanliness.
- Communicate supply needs to DAO or FHM
- Maintenance of and coordination of Administrative Offices plants
- Operate and maintain office equipment: copier, printer, phone system, LAZ complimentary parking system
- Assist with creating and circulating correspondence, announcements, petitions, bulletins, and other print materials
- Coordinate Cathedral operations with Facilities & Hospitality Manager and Facilities Team members, and vendors for day-to-day Cathedral operations



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Rental Events Coordinator Duties

48%

- Be the initial contact for Event Inquires and internal reservation inquiries regarding the Space Rentals and the Facilities Calendar of Reservations for the SPC campus
- Initiate sales quotes for rental clients; review quotes with management, if needed, for special pricing or questions
- Tour potential or contracted renters around rentable spaces on the Cathedral campus
- Schedule additional appointments with supporting teams for rentals (i.e.: Music Department, AV team, Facilities Team Members, Communications team, Executive Staff, et. al)
- Initiates the Facilities schedule review and calendar "holds" or bookings of Event Inquiries
- Reviews with management, if needed, special exceptions to general guidelines for reservations
- Initiates Letters of Agreements (LOAs) for contracted rentals
- Initiates request and maintain files of Certificates of Insurance (COIs) requested for contracted use of Cathedral property
- Coordinate with Facilities & Hospitality Manager and Facilities Team members for day-to-day rental details and requirements
- Coordinate with Accounting Department regarding rentals and accounting status of contracts

Registrar and Sacramental Records

2%

- Maintain and update parishioner data, including baptisms, confirmations, weddings, funerals in historic logs and also Church Management System (Realm)
- Prepare and send official sacramental certificates upon the direction of the Canon for Liturgy & Worship
- Provide annual data for the Parochial Report and Annual Report, as well as other reporting as needed

And other duties as assigned.



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Qualifications and Relevant Skills

- Excellent verbal and written communication; strong interpersonal effectiveness.
- Customer service experience preferred.
- Strong organizational skills.
- Disciplined multitasker in busy settings.
- Comfortable working in a busy environment.
- Flexible and able to pivot if schedules or plans change.
- Able to integrate into the existing collaborative team.
- Experience with Microsoft Office Suite and facility databases/CMSs.
- Familiarity with office equipment (voicemail systems, copiers, et.al.).
- Ability to work well with others and the public.
- Ability to work with people with different backgrounds and opinions.
- Ability and willingness to learn new skills, responsibilities, technologies and systems with training.
- Some college education preferred.

Working Conditions

This is an office position which requires a good amount of sitting. Thirty in-office hours are required for this position.

- Sits at front desk to welcome visitors and work at workstation.
- Walks around campus to provide access for vendors, guests, and facilities tours for event rentals,.
- Frequent standing, walking, reaching, and light lifting required.
- Primarily weekday schedule, with some weekend event coverage hours occasionally.
- Fast-paced environment with frequent interruptions during office hours.

--Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.