

Menucha Retreat & Conference Center

Office Assistant

Non-Exempt

PTE: 20 hours per week

Salary: \$14.00 - \$16.00 per hour, depends on experience

Department: Administration

Reports to: Director

Effective: December 2019

Menucha believes that every employee makes a significant contribution to our success. That contribution should not be limited by the following assigned responsibilities. Therefore, this job description is designed to outline primary duties, qualifications and job scope, but not limit the employee or Menucha to just the work identified. It is our expectation that every employee will offer his/her service wherever and whenever necessary to ensure the success of our mission.

GENERAL SUMMARY

Assist the Office Manager in duties to help ensure the accurate and efficient operation of the Menucha office.

PRIMARY RESPONSIBILITIES

- Assist in answering and directing incoming calls in a courteous and professional manner as needed
- Answer questions and provide support to guests as needed
- Prepare guest group web pages and email out the link to Group Leaders
- Support the needs of anyone who walks in the office door (staff, guests, vendor, tourist etc.)
- Welcome group leaders and their participants as they arrive and provide them with keys & their welcome packets
- Cover office for group arrivals on Friday evenings
- Support for event inquiries & bookings
- Assist in processing income & late payment reminders
- Open the gift shop as needed
- Be the primary contact for Volunteer coordination

JOB SCOPE

The job involves recurring work situations and a moderate level of complexity.

SUPERVISORY RESPONSIBILITY

Job requires no supervisory responsibility.

INTERPERSONAL CONTACTS

Contacts are made with Menucha staff and guests. Contact is 50% face-to-face, 50% via phone or email.

SPECIFIC JOB SKILLS

- Possess knowledge of general office policies and administrative procedures and practices
- Possess working knowledge of Microsoft Office, Excel, Access Databases, Etc.
- Ability to operate telephone, computer, copier and general office equipment
- Prepare and type various documents as needed
- Attention to detail in processes
- Strong interpersonal, verbal and written communication skills required
- Ability to learn and use existing proprietary software

EDUCATION AND/OR EXPERIENCE

- Some higher education or vocational training desired
- Customer service experience preferred

JOB CONDITIONS

The job is fairly routine and consists of normal office working conditions

Employee must be able to climb stairs, lift/carry up to 25 pounds.

This information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.