

**Position:** Part-Time Receptionist

**Organization:** Mercy Conference and Retreat Center (Frontenac, MO)

**Position Description:** Mercy Conference and Retreat Center is looking for a PRN Receptionist. This position will work primarily late afternoon, evening and some weekend hours. The position interfaces with all guests, Sisters, and staff at Mercy Center. The role is critical in maintaining a welcoming presence to the guests while communicating and disseminating a vast amount of information to key people on the campus. The position requires an individual who is outgoing, an effective communicator, detail-oriented, able to multi-task, and calm under pressure.

**Organization Description:** Mercy Center Conference and Retreat Center welcomes people of all faiths, congregations and parishes, health care organizations, social service agencies, school staffs, religious communities and clergy, university groups, as well as national and international conferences. MCRC has 54 rooms and can house up to 92 people. Meeting spaces range from intimate parlors for small groups to meeting rooms that hold 25-150, and the chapel in the round which can seat up to 300. The center's beautifully wooded 70+ acre campus, situated in west St. Louis County, offers a spacious setting and supportive atmosphere for professional, educational and spiritual activities. Mercy Conference and Retreat Center is a sponsored ministry of the Sisters of Mercy – South Central Community.

**Duties would include, but are not limited to:**

- Greet guests and patrons as they arrive at Mercy Center, helping them to feel at home with generous hospitality.
- Answer inquiries; direct guests to sign-in locations, rooms, lounges, or other offices; notify appropriate ministry contact or office of arriving clients, directees, guests, or customers.
- Receive incoming calls, provide information, take messages and transfer calls.
- Accurately convey messages (over the phone, e-mail, and in person) in a timely manner.
- Keep records of room availability and cleaning status, including advising housekeeping staff as required when rooms have been vacated and are ready for cleaning.
- Contact maintenance or housekeeping when problems are reported; contact emergency personnel when necessary.
- Process credit card payments when necessary.
- Record guests' comments or complaints, referring to managers as necessary.
- Prepare and/or distribute communications/reports
- Receive and tabulate RSVPs for meetings and functions as requested
- Prepare routine memos, correspondence, reports and other documents, as well as filing paperwork and maintaining computer files
- Other duties as required

**Position Qualifications:**

Required

- Associate's Degree or equivalent combination of education and experience
- One year of experience serving the public.
- Exceptional telephone etiquette and personal greeting skills
- Experienced with data bases and data entry, ideally with some type of conference management software. Ability to learn Retreat Manager software.

- Solid computer skills with knowledge of Microsoft Office, including Word and Excel, and some experience with Adobe Acrobat.

#### Preferred

- Prior experience as a front desk receptionist, guest services, or receptionist in the hospitality industry or at a retreat or conference center.
- Understanding and appreciation of the traditions and culture associated with the Sisters of Mercy.

#### **Key Competencies:**

- Strong interpersonal skills and ability to get along with others; outgoing personality; professional appearance; “customer service” mentality
- Effective active listening skills: giving full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate and not interrupting at inappropriate times.
- Capacity to retain and clearly communicate a vast array of detailed information in person, over the phone, or in writing in ways that others will understand.
- Able to work well under pressure and respond in a levelheaded manner.
- Self-directed and able to manage multiple activities/priorities, yet know when to seek guidance and assistance.
- Effective time and priority management skills
- Tactful and diplomatic
- Ability to maintain confidentiality
- Attention to detail; highly organized and dependable.
- Able to be counted on to be on time, at the front desk and attending to the work to be done.

#### **Contact Details:**

To apply, please send a cover letter and your resume to [dstringfield@mercycenterstl.org](mailto:dstringfield@mercycenterstl.org)