

ST MARTIN'S EPISCOPAL CHURCH

POSITION: Campus Coordinator

STATUS: Part Time, Non-exempt

SUPERVISOR: Chief Operating Officer

SUMMARY/OBJECTIVE

The Campus Coordinator will support the Church by performing administrative tasks. As one of the most visible roles on campus, this person will provide exceptional customer service to guests, visitors, parishioners, and staff. This person must be committed to the Mission and Core Values of St. Martin's Episcopal Church.

ESSENTIAL FUNCTIONS

1. To glorify God everyday by affirming and valuing the Christian faith as affirmed by the worldwide Anglican Communion which emphasizes the Holy Scriptures as the primary authority and guide for individual faith and practice.
2. File, scan, fax and copy materials as necessary.
3. Assist with written parishioner communication.
4. Escort visitors and parishioners around campus.
5. Prepare outgoing mail; sort and distribute incoming mail.
6. Assist the COO's office with administrative tasks as needed.
7. Communicate effectively with all levels of staff, vendors, and visitors.
8. Plan, create, and maintain schedules to guarantee front desk coverage during regular business hours, and special events, as needed.
9. Answer the telephone, receive the public, answers questions, and refer individuals to the appropriate person or department, as applicable.
10. Maintain the campus visitor log, ensuring an efficient check-in and check-out process.
11. Resolve guest concerns immediately to secure customer satisfaction. Discern information, make associations independently and provide solutions.
12. Directs front desk activities and functions to maintain efficiency and compliance with Church policies.
13. Perform additional duties as assigned.

COMPETENCIES

Competencies required of this role:

- Ability to multitask
- Ability to prioritize tasks and meet deadlines
- Effective verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Proficiency with Microsoft Office Suite and related software
- Excellent communication skills include the ability to listen carefully and adjust his/her approach to meet demands

INDICATORS OF SUCCESS

Several of the most critical aspects of this role include:

- Handles difficult situations with utter tact and diplomacy.
- Has an impeccable customer service record; free of complaints.
- Remains composed and in control of situations; not easily excitable.
- Shows excellent judgement, deciding when issues need to be escalated.
- Has an even keeled demeanor that contributes to setting the tone for St. Martin's mission.
- Adapts approach and demeanor in real time to respond appropriately in different scenarios.
- Respects and enforces confidentiality of sensitive information and is regarded as trustworthy.
- Works seamlessly with different IT systems and programs showing command of different platforms.

SUPERVISORY RESPONSIBILITY

This position has no supervisor responsibilities.

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely involves standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

MENTAL & PHYSICAL DEMANDS

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to identify, communicate, detect, and easily remember things. The employee is frequently required to rise, move, ascend/descend stairs, position self, and sit; operate a computer and other office equipment; obtain objects at arm's length distance; and lift/transport up to 20 lbs.

The employee is required to perform under circumstances of emotional stress, such as, but not limited to, stress from work deadlines, noise, distractions, work complexity, competing priorities, and understaffing.

EDUCATION AND EXPERIENCE

Bachelor's degree or equivalent experience. This position requires excellent communication skills (written, verbal, and facilitation), and the ability to learn office software and technology quickly.

EEO/AAP

It is the policy and intent of St. Martin's Episcopal Church and its affiliates to provide equal opportunity and employment in its practices.