



Job Title: Administrative Assistant

Department: Guest Services

Job Type: Part-time (25-30 hours/week)

General description: The Guest Services Administrative Assistant is responsible for booking retreat groups at Skycroft, registering churches and individuals for Skycroft events, and providing general administrative support for the conference center.

Reports to: This position reports directly to the Director and works in conjunction with other Guest Services team members supporting retreats and events at Skycroft.

Specific Duties and Responsibilities:

- Answer client phone calls and emails, incoming queries and messages
- Identify and book available space to conference and retreat clients
- Register groups participating in Skycroft-programmed events, including summer camps
- Use online booking and registration software to administer retreat contracts, invoices and reports and distribute information to staff as needed
- Provide Skycroft campus tours to prospective clients
- Extend hospitality and assist with greeting mid-week guests
- Assist the Director with special projects, marketing initiatives, and event coordination
- Perform other tasks as assigned

Essentials Skills:

- Excellent verbal and written communication skills, including phone etiquette
- Strong attention to detail and accuracy
- Exceptional customer service skills
- Ability to address challenging situations with a gracious, Christ-like demeanor
- Creative problem-solving skills
- Technological aptitude and proficiency in using an array of platforms, database systems and various computer applications, such as the Microsoft suite
- Ability to be flexible and multi-task in a fast-paced environment

Minimum Qualifications:

- 2-year associates degree or comparable work experience
- Minimum of 2 years' experience in sales, communication, or administrative setting
- Maintains a vital relationship with Jesus Christ, faith consistent with the Baptist Faith and message

Physical Demands: While performing the duties of this job, the employee is required to stand, walk, sit for multiple hours, use hands, talk or hear.

Work Environment: While performing the duties of this job, the employee is exposed to typical office environment.

General sign-off: This employee is expected to adhere to all company policies of Skycroft Conference Center and the Baptist Convention of Maryland/Delaware

I have read and understand this explanation and job description.

Signature: _____ Date: _____