

**Malvern Retreat House
Position Description**

Job Title:	Administrative Assistant II
Work Schedule:	Full Time Flexible To Meet The Needs of The Malvern Retreat House Mission
Position Reports To:	Assistant Director of Hospitality
General Objectives:	Requires a great deal of tact, judgment and discretion in handling individuals visiting or calling the department; a detailed knowledge of department and institutional policies and procedures related to work performed is required.
Position(s) Supervised:	None
Duties or Tasks To Be Performed	<ol style="list-style-type: none"> 1. Provide secretarial support to the Director of Hospitality. 2. Utilize the reservation software system to access retreatant and group records and use information to address inquiries and any policy and procedures related to request. 3. Assist with the data input of information and other computer applications and assist staff with the ongoing error checking process of all data entered. 4. Answer and screen telephone calls and handle on own initiative whenever possible. 5. Resolve a variety of problems and handle complaints of routine nature using a great deal of tact and discretion while providing a full range of information regarding programs, policies etc. 6. Stock and replenish all department forms and publications as needed. Provide visitors with necessary paperwork as requested within policies and procedures. 7. Assist with the management of department paperwork and retreatant records, brochures, programs, etc. 8. Process all deposits for pledges. 9. Keep order and maintain copier ink for proper inventory levels. 10. Keep and order postage ink inventory at proper levels. 11. Learn mailing machine and complete all mailings. 12. Maintain these tasks with the voice message machine: Keep message up to date; relay snow weather emergencies with director of hospitality; prepare voicemail for all holidays. 13. Works independently on projects. 14. Work with the Assistant Director of Hospitality on special projects as requested. 15. Act as a liaison with the ResultsPlus Staff and complete reports.

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	16. Download, merge and mail mass mailings for the Development and Marketing Offices and assist in the development and updating of appropriate pamphlets and materials. 17. Work with Remembrance on all functions of that job. 18. Performs other related duties as requested.
Special Knowledge/Skills:	Requires good interpersonal and communication skills and the ability to deal effectively with visitors, colleagues and retreatants. Ability to work successfully with the administrative computer system. Supervisory experience preferred. Experience with the Microsoft Office Suite, Excel, Graphics Package and Access.
Essential Tasks:	1. Ability to coordinate multiple projects simultaneously. 2. Excellent communication skills. 3. Mental discipline which includes completing multiple concurrent tasks, managing interruptions and situational problem solving. 3. Must be bilingual (English/Spanish) 4. Position requires sitting for long periods, standing, speaking, hearing and writing and reading computer screen for long periods.
Equipment Familiarity Required:	Familiar with standard telecommunications, office and computer equipment.
Last Update:	September, 2016