



Central Union Church Job Description

Job Title:	Reservation Manager and Receptionist
Department:	Admin
Reports To:	Chief Operations Officer
FLSA-Status:	Full Time - Exempt
Amount of Travel:	Occasional
Work Schedule:	Monday – Friday, 8am – 5pm
Evaluation:	Annual and As Needed
Pay Range:	\$ 45,000–\$55,000

Summary

Central Union Church of Honolulu is looking to hire a reliable, collaborative, creative and self-starter in coordinating the scheduling of the church facility on both campuses, as well as managing the front desk as the primary receptionist. Duties include but are not limited to; the coordination, scheduling, promoting, and /or maintaining facility rental/usage and conducting facility tours as related to rentals with clients and/or vendors. Communicating with clients/vendors and Building and Grounds department about event needs/set up. This role also serves as the first point of contact for the church office, greeting visitors and managing phone lines. This position will also hire, train and supervise a small team of employees who will serve as event hosts to ensure that events go smoothly.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. **Reception & Front Desk Administration**

- Greet and welcome guests, congregation members, and vendors as soon as they arrive at the office.
- Answer, screen, and forward incoming phone calls to the appropriate staff members or departments.
- Provide basic and accurate information in-person and via phone/email regarding church services and general inquiries.
- Receive, sort, and distribute daily mail and deliveries.
- Maintain office security by following safety procedures and controlling access via the reception desk.

2. Facility Promotion & Client Outreach

- Proactively identify and reach out to potential new clients, community groups, and local organizations to promote the use of church facilities.
- Develop strategies to promote available rental spaces on both campuses for meetings, events, and community gatherings.
- Network and build professional relationships with local event planners, wedding coordinators, and community leaders to drive facility usage and increase rental opportunities.

3. Coordination of Policy:

Makes recommendations to Chief Operations Officer on policy regarding facility rental, which includes but is not limited to:

- Usage guidelines (rules)
- Alcohol policy
- Proposed room rates
- Payment schedule
- Equipment usage
- Parking guidelines

4. Facility Scheduling:

- Serves as a primary point of direct administrative contact and liaison with other offices, individuals, and external organizations and agencies for scheduling facilities on both campuses
- Coordinates with clients to ensure event planning (facility and equipment) is understood
- Ensure that all paperwork needed is completed and submitted (W-9, COI, etc.)
- Updates campus schedule on a regular basis
- Communicates with Buildings & Ground staff on room set-up

5. Wedding Coordination:

- Point of contact with couples to provide wedding information and venue availability
- Coordinates scheduling of ministers and support staff for wedding ceremonies
- Answer couple's venue related wedding rehearsal / ceremony questions
- Oversee collection of applicable wedding fees from couples
- Coordinate/Communicate with wedding vendors in relation to scheduling, issues, marketing, promotions, etc.
- Involved in contract renewals/re-negotiations

6. Staffing Supervision:

- Responsible for the hiring, training, and scheduling of Event Hosts
- Conduct regular performance reviews of supervised individuals
- Making staff recommendations

7. Other Functions:

- Keeps track of inventory, mainly tables and chairs needed for events
- Performs other related duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Work under stressful conditions
- Able to interact with others with courtesy and tact

- Manage and prioritize multiple projects in an organized and efficient manner
- Respond to crisis situations in a calm and effective manner
- Complete projects on schedule

Core Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Communications – Expresses ideas and needs effectively, whether verbally or in written form; exhibits good listening and comprehension; keeps others informed; selects and uses appropriate communication methods.

Organized – Being organized or following a systematic method of performing a task.

Reliability – Shows up when expected. Demonstrates consistency in work performance.

Teamwork – Must be able to work in a team setting, maintain open communications with colleagues. Collaborates positively to effectively build relationships with customers and co-workers to achieve company objectives and contribute to overall organizational success. Works effectively within a diverse environment. Must be willing to work and train.

Flexibility – Ability to think quickly, react appropriately, troubleshoot in high-stress situations. Ability and willingness to adjust.

Professionalism – Keep a good attitude. Show strong ethics. Exhibit cheerful demeanor toward others.

Responsible – Ability to be held accountable or answerable for one's conduct.

Honest / Integrity – Ability to be truthful and be seen as credible in the workplace.

Customer Oriented – Ability to take care of the customer's needs while following company procedures.

Education and/or Experience

Experience:	5+ years' experience that is directly related to the duties and responsibilities specified
Education:	Preferred Bachelor's degree
Computer Skills:	Basic knowledge of Microsoft Office applications
Language:	Well-developed verbal and written English communication skills

Work Environment and Physical Demands

While performing the duties of this job, the employee is regularly required to talk in person and on the phone to co-workers, customers, vendors; require written communications using the latest technologies to and from co-workers, customers and vendors to written or verbal requests; training/giving and receiving verbal and or written instructions; requires writing/composing written language, reading; visiting/working at other work-sites.

The employee is frequently required to stand; walk; reach with hands and arms and talk or hear. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Acknowledgements

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor. Depending on the individual's skills, interest, and availability, the church is willing to adjust the scope of the position which would be agreed upon before hiring.