Guest Services Administrator

About The Columbus Foundation: One of the top 10 largest community foundations in the country, The Columbus Foundation works to strengthen and improve our community through the most effective philanthropy possible. Now in its 80th year, The Columbus Foundation has been a partner and advisor to our donors and nonprofit community in order to improve our region's collective well-being.

Position: Guest Services Administrator

Department description: The Facilities and Support Services Department is dedicated to ensuring a welcoming, secure, and efficient environment for all who interact with the Foundation. This department plays a vital role in supporting the Foundation's mission by managing facilities, coordinating support services, and maintaining a high standard of service for guests, staff, and partners. Our team works collaboratively across departments to create a positive and productive atmosphere that reflects the Foundation's commitment to community and excellence in philanthropy. We focus on operational efficiency, guest experience, and security, ensuring that the Foundation remains a beacon of support and inspiration for our community.

Position description: The Guest Services Administrator plays a crucial role in creating a welcoming and friendly environment for all visitors to the Foundation. This position is responsible for providing exceptional service to guests, staff, vendors, and visitors in person, over the phone, via email and other electronic programs. Additionally, the Guest Services Administrator collaborates with security staff to ensure the safety and well-being of everyone on the premises.

This role will work closely with the Facilities and Support Services team, colleagues across departments, guests and visitors of TCF, and the Senior Administrator, Office of the President and CEO.

Key Responsibilities

I. Guest Reception
   A. Welcome guests and offer refreshments as appropriate.
   B. Direct guests to the beverage center, coat closet, and restrooms.

II. Atmosphere and Communication
   A. Create and maintain a warm and friendly atmosphere.
   B. Handle all incoming telephone communications, process calls, take messages, and answer questions within the scope of knowledge.

III. Meeting Room and Facility Maintenance
   A. Keep meeting rooms neat and clean.
   B. Maintain the In/Out sheet and Guest Register Book.
   C. Manages all meeting space calendars.

IV. Mail and Deliveries
A. Open, sort, date-stamp, and distribute mail. Process gift checks for deposit.
B. Manage FedEx and other specialty mail and courier services.
C. Accept deliveries and notify recipients.

V. Security and Visitor Management
A. Monitor security systems and notify security staff and the Manager of Facilities as needed.
B. Issue and reconcile visitor and contractor badges daily.

VI. Administrative Support
A. Work closely with and follow the direction of the Senior Administrator, Office of the President and CEO, to manage the privacy and guest coordination for the President and CEO.
B. Assist staff with booking meeting rooms and coordinating with vendors and professional catering services.
C. Support staff with special projects as time permits.

Skills and Qualifications:
- At least 2 years of experience in a customer service, hospitality, or administrative role.
- Ability to create a welcoming and friendly atmosphere.
- Exceptional interpersonal and communication skills, with the ability to interact warmly and professionally with a diverse range of individuals.
- Strong customer service orientation with the ability to listen actively and respond appropriately.
- Proficiency in handling phone calls, emails, and face-to-face interactions.
- Strong organizational skills with the ability to manage multiple tasks and prioritize effectively.
- Competence in handling mail and deliveries.
- Proficiency in Microsoft Office Suite (PowerPoint, Excel, Outlook, Word) and familiarity with similar tools.
- Ability to handle sensitive information with discretion and maintain confidentiality.
- Familiarity with office equipment such as multi-line phone systems, printers, and copiers.
- Basic understanding of security systems and visitor management process.
- Attention to detail and a proactive approach to problem-solving.
- Positive attitude and team-oriented mindset.
- Previous experience in a nonprofit or similar environment is a plus.

Anticipated Salary Range:
$44,023 to $55,162

The Columbus Foundation offers a number of benefits to employees, including: medical, dental, and vision coverage, paid time off, 401(k) employer contribution, tuition reimbursement, student loan repayment, parental leave, and a matching gift policy.

Click Here to apply on Indeed

The mission of The Columbus Foundation is to assist donors and others in strengthening and improving our community for the benefit of all its residents.