



## **OUR LADY OF LOUDES HOSPITALITY NORTH AMERICAN VOLUNTEERS**

### **Office Assistant-Receptionist**

*Full Time Hourly Position in Syracuse-NY*

This position is on-site in our Syracuse office, Monday through Friday, during 8:30 AM and 5:30 PM Eastern office hours daily, either 9:00 AM to 3:00 PM or 9:00 AM to 5:00 PM. Hours may increase in preparation for pilgrimages, special activities or events. This position will be in-office hours and is not a remote position. Compensation and Benefits included. Pay is based upon experience.

#### **POSITION DESCRIPTION, QUALIFICATIONS AND SKILLS**

Joyful and kind welcome in our charism by phone, email or in-person. Professional and efficient support as a team member to programs and services fulfillment. Strong oral and written communication skills and the ability to multi-task and prioritize are essential. Good judgment, creative initiative and conscientious attention to detail, time and commitments are important. Proficiency in Microsoft Office Suite: Excel, PowerPoint, Outlook, Word and customer management software are required for this position. Service industry or volunteer experience is desirable, but not required.

#### **RESPONSIBILITIES**

- \*greet volunteers and guests arriving to the office
- \*receive mailings, packages and shipments
- \*answer incoming calls, emails and written inquiries
- \*contact management system database entry
- \*document proofreading, printing or photocopying
- \*preparing or fulfilling individual or group mailings
- \*post and sort mailings for postal delivery
- \*filing or archive assistance
- \*assist with office supply inventory and ordering
- \*assist with Lourdes Water fulfillment, mailings and/or shipments
- \*enter and/or update contact information in database
- \*assist with scheduling or arranging meeting preparations
- \*assist with pilgrimage binder, reports or documentation preparations
- \*preparing Lourdes Virtual Pilgrimage Experience™ shipments and/or mailings
- \*fulfill book, publications and/or merchandise for shipping or mailing
- \*assist or fulfill annual LourdesLetter mailing