

Lutheran Theological Seminary
Gettysburg, Pennsylvania

Position - Receptionist, Switchboard and Retail Coordinator

Purpose To receive and channel incoming calls and to provide technical support

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Reports to - Assistant to the President with Additional Reports to Dir of Communications

Major Responsibilities:

Receptionist/Phone System Administrator:

- Receive and respond to incoming calls to the Seminary.
- Make proper connections, effect necessary referrals, and record messages as needed.
- Greet guests and visitors to the seminary with cordiality and provide information as needed. Provide hospitality, directions and supervision of Beekmann Commons foot traffic
- Fulfill Switchboard and phone related work listed on specific task list.
- Maintain, Update and distribute phone and email listings, and emergency info as needed

Retail Coordinator

- Coordinate E-Campus services for the Gettysburg campus
- Assist in planning and implementing a soft landing and closure of full Seminary Bookstore over the first six months of operation, and conversion to limited, modified retail of branded clothing, essential office inventory, and other inventory as agreed upon.
- Assist in the design and conversion to online retail and a limited retail operation;
- In partnership with IT staff, manage shopping cart retail program
- Provide for the fulfillment of online retail orders
- Provide occasional retail services for special events, lifelong learning and other programs

Hospitality

- Oversee and assist in developing a study lounge, with coffee, art, limited retail and other student oriented features in the first floor off Beekmann Commons.

Administrative Office Support (to include, but not limited to:)

- Maintain a list of students and others who are willing to assist the seminary in driving guests or staff to and from airports, hotels, etc. and procure drivers for staff members as requested.
- Other tasks as assigned

Revised 5/1/17