

# The Southern Baptist Theological Seminary

## Position Description

**Position Title: Sesquicentennial Pavilion Concierge**

**Department: Event Productions**

**Position Code: G0422**

**Date Prepared: 4/13/2017**

**FLSA Status:**  Exempt  Non-Exempt

**Full Time:** Yes  No

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### **JOB SUMMARY:**

The Front Desk Concierge for the Sesquicentennial Pavilion will greet, welcome, and direct all visitors and guests of The Southern Baptist Theological Seminary and will be responsible for the first impression.

### **ESSENTIAL JOB FUNCTIONS:**

The employee in this position will have the following essential job functions:

- The Front Desk Concierge for the Sesquicentennial Pavilion will be the first impression for all guests and visitors to The Southern Baptist Theological Seminary.
- Employee is expected to have gracious, friendly and attentive interactions with all visitors, guests, and fellow employees.
- Employee must maintain a high standard of personal appearance, including proper business attire as determined by supervisor, and nametag when interacting with campus guests.
- Maintain a clean and organized work area. Responsible for ensuring the cleanliness and maintenance of the foyer of the Sesquicentennial Pavilion.
- Employee must conduct themselves in a professional manner when interacting with campus guests and fellow employees.
- Employee must demonstrate strong customer service skills and must maintain a warm and friendly demeanor.
- Employee will be asked to assist guests with any special requests and to perform any duties requested by campus guests such as personally guiding guests through the campus, directing guests to the appropriate department for specific needs.
- The Front Desk Concierge should be familiar with all current and upcoming events taking place on and around the seminary campus. As the first impression for the seminary, he or she must be familiar with and able to articulate the history of the institution, its operational procedures and campus department locations and areas of responsibility.
- Employee must be well organized and possess the ability to take initiative by anticipating guest needs and exceeding expectations.
- Assistance as required for Event Productions staff.

Performs other duties as may be assigned by supervisor.

**EDUCATION:**

The person in this position must be a high school graduate.

**EXPERIENCE:**

The person in this position must have at least two years previous concierge experience or two years previous experience in a similar job function.

**SUPERVISION:**

The person in this position will supervise no one. The Front Desk Concierge will provide assistance to the staff of the Event Productions Office in maintaining personal interaction with campus visitors and/or guests.

The person in this position will report to the Manager of Event Productions.

**WORK ENVIRONMENT:**

The person in this position will work in an office environment the majority of the time. The employee may be asked to assist guests by providing personally guided directions through the facilities to a requested destination.

**EQUIPMENT:**

The person in this position will use the following equipment: standard office equipment; EMS Software (Event Management System), Microsoft Office.