

OFFICE & HOSPITALITY MANAGER  
BETHANY HOUSE OF PRAYER, ARLINGTON HEIGHTS, MA

Bethany House of Prayer in Arlington, MA is seeking a part-time Office & Hospitality Manager to help maintain our welcoming and nurturing space. This role is essential in supporting our mission by managing office operations, coordinating communications, and ensuring our retreat spaces are ready for guests. If you have strong organizational skills, a spirit of hospitality, and a passion for community engagement, we'd love to hear from you! Feel free to email resume and cover letter to

Matt: [matt@bethanyhousearlington.org](mailto:matt@bethanyhousearlington.org)

This is a **part-time, 15-hour a week** position. This is primarily an office job with flexible hours to be established in consultation with the Executive Directors. Minimal remote work is possible but not encouraged.

The Office & Hospitality Manager maintains the Bethany House office and plays a vital part in extending our welcome into the community. Their work is considered a ministry by the Bethany House community. The position requires excellent communication skills, a spirit of hospitality, and the ability to plan and organize work independently.

Primary responsibilities include producing e-newsletters, updating the website, coordinating online/print communications (including support for retreats and programs); providing customer service to callers and visitors including community groups who rent space; managing space-use contracts; keeping the Bethany House calendar and coordinating with the Sisters of Saint Anne for chapel use; basic financial operations, and maintaining the BHOP database. Hospitality duties include ensuring the retreat spaces are ready for guests by coordinating with and supervising cleaning staff, ordering supplies, planning for fresh flowers when possible and cultivating the charism of welcome for which Bethany House is known.

They provide administrative support primarily to the Executive Directors. They may also provide administrative support to the Board, Colleagues, spiritual directors, and retreat leaders.

## **Office & Hospitality Manager Expectations and Responsibilities**

### Expectations

Expectations of the Office & Hospitality Manager include: strong interpersonal and communications skills; kindness and friendliness in interpersonal interactions; excellent organization and follow-through; confidentiality and discretion with personal information; skill and comfort with technology and computers, ability to maintain and update the Bethany House website and databases; being open to exploring new computer programs and databases as needed. Currently Bethany House utilizes Google Office Suites.

The Office & Hospitality Manager is expected to work collaboratively as part of the staff, to demonstrate flexibility in responding to unplanned-for/unexpected needs, and to respond to inquiries with kindness and patience. It is expected that the Office &

Hospitality Manager will ask for help or clarification from the Executive Directors when they need it, and will speak openly to the EDs about workflow issues or concerns.

The Office & Hospitality Manager can also expect the Executive Directors to give appropriate feedback and guidance, to assist in prioritizing the Office & Hospitality Manager's tasks. The Office & Hospitality Manager will meet with the Executive Directors for a performance review six months after beginning the position. After that, performance reviews will take place annually.

The Office & Hospitality Manager will undergo a national background check and must regularly complete the Episcopal Diocese of Massachusetts' Safe Church training as required.

### Major Areas of Responsibility

*Communications and Calendaring:* The Office & Hospitality Manager is responsible for managing all BHOP communications and calendaring. To achieve this, they will

- Monitor and respond to emails, phone calls, and retreat requests
- Work with the EDs, Colleagues, and spiritual directors to coordinate usage and rental of BHOP spaces
- Manage the BHOP calendar to schedule programs, retreats, space uses
- Oversee BHOP email communications
- Create and send out newsletter emails
- Send out Zoom links for online programs and meetings
- Prepare attractive electronic and paper materials for Bethany House programs
- Prepare mailings for fundraising
- Forward requests for spiritual direction to the Intake Coordinator
- Work with BHOP constituencies to get necessary information to meet deadlines
- Update website and draft content for posting

*Membership/Database Management:* The Office & Hospitality Manager oversees database information and assures that inquirers and visitors are referred to the proper person, as well as recorded in the database and added to the email list.

- Maintain database of Bethany House community
- Learn features and functions of the membership database
- Monitor registrations for BHOP programs and communicate about that with program leaders
- Update BHOP Directory regularly
- Work with the Executive Directors and Assistant Treasurer in creating quarterly and annual finance reports

*Retreat House Administration and Hospitality:* The Office & Hospitality Manager is the main on-site person and oversees facilities and rental space.

- Work with the Executive Directors to ensure/coordinate office coverage
- Manage scheduling, contracts, and invoicing/billing for individuals and groups
- Welcome visitors on the phone, via email, and in person, assuring their questions are answered and follow-up is handled as needed
- Arrange spaces (and meals when necessary) for individuals and groups prior to

their arrival

- Provide welcome to groups and individuals for their arrival (if applicable)
- Provide access for contractors and people doing work in St. John's and St. Gabriel's Houses
- Help identify maintenance issues and ensure that the EDs are informed
- Maintain building security (i.e. door codes) and provide instruction for user groups and contractors
- Oversee the work of the Housekeeper, including updates on any cleaning needs out of the ordinary and keep the EDs informed of issues
- Work with the Sisters/Lael Smith to reserve use of Chapel and parking lot
- Communicate with Town of Arlington as needed for parking ban exceptions, bulk trash pick-up, etc.
- Communicate regularly with the EDs about space usage and group inquiries for retreats, etc.

*Financial Support:* The Office & Hospitality Manager will work with the Executive Directors, Bookkeeper, and Treasurer of the Board to ensure the smooth day-to-day financial operation of Bethany House.

- Meets regularly with the Bookkeeper to coordinate financial matters
- Contracts with individuals and groups about the cost for using BHOP facilities/personnel
- Helps with invoicing of individuals and groups for the costs of their use of BHOP facilities/personnel
- Collects monthly information for payroll and forwards that to the Bookkeeper
- Reconciles bills and checks that come to BHOP and deposits checks
- Produces paper checks when necessary (for reimbursements, etc.)
- Works with the EDs and Bookkeeper to produce quarterly financial statements

*Administrative Support:* The Office & Hospitality Manager provides administrative support primarily to the Executive Directors. They also may provide administrative support to the Board, Colleagues and retreat leaders. They handle general correspondence, schedule appointments, and provide office reception.

- Meets weekly with EDs
- Opens and sorts mail
- Manages RSVPs for events
- Receives deliveries, and notifies others their delivery has arrived
- Interfaces with Bookkeeper to pass along invoices and payments according to agreed-upon protocols
- Replies to email in a timely way
- Orders office supplies, maintains copier, orders seasonal supplies
- Keeps office tidy and organized
- Handles other duties or special projects as assigned by the Executive Directors
- Troubleshoots problems; refers complex questions or concerns to the correct individual
- Helps to create clear administrative systems that the Executive Directors and others can easily navigate if necessary
- Manages Safe Church and public records background checks requests and reports

- results to the Executive Directors and others as needed
- Responds with good humor and kindness to all, including the irritable and over-scrupulous

### **Necessary Skills**

- Microsoft Office, including Word, Publisher, Outlook, Excel
- Google, including Suites, Docs, Forms, Calendar, Spreadsheets, Gmail
- Zoom
- Software for newsletters and mailing lists (Bonterra, Constant Contact)
- Squarespace for website
- Quickbooks for financial matters

### **Compensation and Benefits**

The Office & Hospitality Manager shall be paid \$30.00/hour.

The Office & Hospitality Manager will accrue two weeks paid vacation per calendar year (a total of 30 hours). Vacation days must be approved by the Executive Directors with sufficient notice.

In addition to the Office & Hospitality Manager's accrued vacation described in the paragraph above, they shall also have the following public holidays: New Year's Day, Martin Luther King Day, President's Day, Patriot's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans' Day, Thanksgiving Day. Additional unpaid days off can be negotiated with the Executive Directors.

The Office & Hospitality Manager will accrue one and two-thirds (1.67) hours of sick time per pay period worked for a maximum of forty (40) hours of sick time per year, which may be carried over into the next year but never exceed forty (40) hours in one year, in accordance with Massachusetts state law.

No other benefits are included in the position.

### **Statement of Non-Discrimination**

In accordance with diocesan and Episcopal Church principles, Bethany House will not discriminate on grounds of age, race, gender, sexual orientation, marital status, or disability.

### **Termination**

The Office & Hospitality Manager may elect voluntarily to terminate their employment with Bethany House. In the event of a voluntary termination, the employee should submit a written letter of resignation at least four weeks prior to the effective date of the resignation.

Bethany House reserves the right to terminate an employee's employment (i) due to performance or disciplinary reasons; or (ii) due to lack of work or elimination of the employee's position; or (iii) a change in the position description. In the event of involuntary termination, Bethany House will endeavor to provide reasonable notice except that in the event of involuntary termination due to performance or disciplinary reasons, the termination may be effective immediately.