

## **RECEPTION AND GUEST SERVICES COORDINATOR (part-time, contract)**

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### **About the Columbus Partnership**

The Columbus Partnership is a nonprofit organization of CEOs from Columbus' leading businesses and institutions. Through our membership and other ally organizations across Central Ohio, the Partnership upholds a shared vision to make Columbus the most prosperous region in the country.

The Columbus Partnership team also includes One Columbus, one of the nation's top economic development organizations that serves the 11-county Columbus Region; and Smart Columbus, an innovation lab that advances what is new and next at the intersection of technology and community good.

Can you imagine Columbus as the most prosperous region in the United States, where every day more and more people are able to improve their economic and social well-being? We do – every day.

### **The role**

The hospitality coordinator interfaces with all members of the Columbus Partnership and One Columbus teams. The role is focused on delivering an excellent impression to visitors and callers, and ensuring that office environment needs are met for our guests and our teams.

The position is part-time, contract, and based in downtown Columbus, with an onsite schedule of Monday through Thursday 9 a.m.–3 p.m.

### **You**

You take pride in ensuring an office environment that is productive, functional, and makes guests feel welcome. You sweat the details knowing they can make all the difference, you operate with a customer service-oriented mindset, and you value a team-focused culture. You have a passion for Columbus and want to be part of an organization that works on advancing its future.

### **Reports to**

Executive Assistant to the President and CEO

### **Essential duties and responsibilities**

Ensure a welcoming, professional and operational office environment and provide an excellent impression to guests and callers.

- Staff the reception area and front desk. Welcome guests, offer and prepare beverages, and notify team members that guests have arrived.
- Sign for deliveries and notify recipients, sort incoming mail, send outgoing mail.
- Answer the Columbus Partnership and One Columbus main phone lines, monitor voicemail and general email inboxes, handle requests for information, and direct inquiries to staff accordingly.
- Ensure common and waiting areas are neat, with current publications and informational materials always available for guests.
- Keep all areas in the office operational, camera-ready and stocked with supplies. This includes daily upkeep of the reception area, beverage stations and snack bars, kitchen (including operation and maintenance of coffee machines, dishwasher and other appliances), and meeting spaces.
- Maintain inventory, ordering process, and storage of office supplies, snacks and beverages.
- Work with office supply vendors to fulfill staff requests and needs related to the physical work environment (furniture and fixtures, workspace requests from team members, plants, office equipment repairs, special cleaning requests, etc.).
- Stay apprised of meeting room schedules and related needs. Assist team members with meetings setup and teardown as needed. Consult with IT specialist to troubleshoot meeting room technology when necessary.

- Interface with building manager to keep team apprised of important office or building updates.

### **Skills and qualifications**

- Takes pride creating a friendly, professional and welcoming environment.
- Strong customer service and communication skills.
- At ease with individuals at all professional levels, including those in the highest levels of leadership and within the c-suite.
- A master of tending to every last detail.
- Applies a service-oriented mindset to daily work and values continuous improvement.
- Maintains professionalism at all times and discretion when handling confidential matters.
- Expert proficiency in Microsoft Word, PowerPoint, Excel and Outlook.
- Quick learner of new skills and software.
- Has a positive attitude, can-do spirit, interest in current events and love of the Columbus Region.

### **To apply**

Please email resume in PDF format to [careers@columbusregion.com](mailto:careers@columbusregion.com) and include "Reception and Guest Services" in the subject line.

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This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Columbus Partnership is an equal employment opportunity employer and does not discriminate against any employee or applicant on the basis of race, color, sex, age, religion, ancestry, national origin, citizenship, disability, military status, sexual orientation, or genetic information. The Columbus Partnership requires all employees, vendors, and associates to support its nondiscriminatory policies.