



Job Posting

Position	Department	Reports to	FTE	FLSA Class
Welcome Center Receptionist	Admissions	Office Manager, Admissions	.38 (Part-Time)	Non-Exempt

Grace College and Seminary makes employment opportunities available to all applicants and employees without regard to race, color, sex (except where sex is a bona fide occupational qualification), pregnancy, age, ancestry, national origin, disability, citizenship status, military status, genetic information, or any other legally protected category. Grace College and Seminary is a Christian religious-affiliated organization and, as such, is permitted religious exemptions set forth in Title VII of the Civil Rights Act of 1964.

Scope of Responsibilities: The **Welcome Center Receptionist** is a key ambassador for the College, serving as the first point of contact for all who enter campus via the Welcome Center. This individual is responsible for creating a warm, helpful, and professional environment for all, including guests of Admissions, the Winona History Center, Grace Outdoors and Grace Gear campus store. The receptionist provides in-person hospitality, telephone and administrative support, and helps direct and connect guests to appropriate resources, staff, and services. The receptionist may also assist with the coordination and staffing of special events and campus visits as assigned by the Office Manager or Visit Coordinator.

General Responsibilities:

A. Guest Services & Front Desk Duties:

- Serve as the primary welcoming presence in the Welcome Center, providing hospitality and assistance to guests of Admissions, the Winona History Center, Grace Outdoors rentals, and Grace Gear campus store, ensuring a positive and consistent guest experience across all departments.
- Greet and assist guests with an advanced awareness of their scheduled appointments or visit itinerary (name, hometown, agenda, etc.).
- Direct guests to appropriate locations or personnel, ensuring timely and smooth transitions between departments and meetings.
- Ensure retail and rental service areas (Grace Outdoors and Grace Gear) are staffed, stocked, and operating in coordination with departmental leads.
- Process transactions, check-outs, and returns at the Grace Outdoors and Grace Gear counters, as needed.
- Support the daily operation of the Winona History Center by assisting with visitor questions, wayfinding, and light administrative duties when needed.

B. Communications & Administrative Support:

- Manage all incoming phone calls and emails to the Welcome Center; respond to inquiries or direct them to the appropriate campus offices.
- Use the Slate system for data entry, updating visit information and entering detailed notes when communicating with prospective students or families.
- Send confirmations, reminders, and follow-up communications via email and Google Calendar related to visit scheduling and guest services.



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C. Visit Coordination:

- Collaborate with the Visit Coordinator and Office Manager to arrange and support individual and group visits, including tours, class visits, chapel attendance, overnight stays, and meetings with professors, coaches and photographers.
- Help coordinate Student Ambassador scheduling and participation in campus visits and events.
- Assist with planning and execution of large-scale visit events such as Lancer Days and Presidential Scholarship Days, maintaining a broad awareness of campus logistics and contingencies.
- Provide overflow or backup support to the Admissions office during high-volume times.

Secondary Responsibilities:

- Reports directly to the Office Manager.
- Assists the Visit Coordinator and functions as a liaison between Admissions, faculty, coaches, and campus visitors.
- In the absence of the Office Manager, reports to the VP of Enrollment Management.

Qualifications:

Minimum:

- Outgoing, professional demeanor with excellent interpersonal and communication skills.
- Strong organizational abilities and attention to detail.
- Proficient in Microsoft Office; comfortable learning new systems.
- Able to manage multiple tasks with composure and a positive attitude.
- Data entry accuracy and customer service experience are essential.

Preferred:

- 1–2 years of related experience in hospitality, retail, or campus services.
- Associate's degree in a related field.
- Experience with Slate or similar CRM/database systems.
- Prior work in college admissions, visitor centers, or museums.

Status: Part Time; Non-Exempt

A completed employment application, resume, 2 employment references and a spiritual life reference must be submitted in order to be considered for employment. Applications are available in the Human Resource Office or can be downloaded at <http://www.grace.edu>, Employment. Applications are submitted by email to employment@grace.edu.

Posted: 7/23/2025