



Job Description: Front Desk Receptionist

The Pennsylvania Family Institute (PFI) Front Desk Receptionist supports the mission of PFI as the first point of contact for visitors and clients and by creating a positive and welcoming atmosphere for everyone who walks through our doors or calls on the phone. You will assist in planning memorable events that align with our organization's goals and values, perform database management tasks, and provide other administrative support as needed.

Hours:	Monday–Friday, 8:30 a.m. to 5:00 p.m. (Additional hours as needed)
Compensation:	Competitive wage commensurate with experience
Location:	Harrisburg, Pennsylvania
Benefits:	PTO (Paid Time Off), Holidays, Health Insurance & Retirement Plan available

- **Reception Duties:**
 - Greet visitors and guests in a professional and friendly manner.
 - Answer incoming calls, direct them to the appropriate department or individual, and handle inquiries.
 - Manage incoming and outgoing mail and packages.
 - Maintain a clean and organized reception area to create a welcoming environment for guests.
 - Assist in maintaining office supplies and office equipment.
 - Provide administrative support to team members as needed.
- **Event Planning:**
 - Assist events coordinator in planning, coordinating, and executing internal and external events, including meetings, conferences, fundraisers, and travel itineraries.
 - Work with vendors and contractors to secure event spaces, catering, and other services.
 - Assist in creating and managing event timelines and ensure execution.
 - Maintain lists of RSVP's and advance registrations for events.
 - Ensure smooth logistics, including event setup, registration table, and breakdown.
 - Attend occasional evening and weekend events.
 - Liaise with departments to understand event goals and objectives.
- **Database Management:**
 - Learn our constituent relationship management (CRM) system.
 - Update and maintain the company's database with accurate client, event, and guest information.
 - Assist in data entry and ensure information is stored and organized for easy retrieval.
 - Support the team with database queries and reports.
 - Preparing mailing lists for direct mail based on constituent data in the CRM

Skills & Qualifications:

- Proven experience in a receptionist or administrative assistant role, ideally with database or event planning experience.
- Strong organizational and time management skills with the ability to handle multiple tasks simultaneously.
- Excellent communication skills, both written and verbal.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Knowledge of database management and basic data entry skills.
- Ability to work independently and in a team-oriented environment.
- Strong attention to detail and problem-solving skills.
- Positive attitude with the ability to handle a fast-paced, dynamic work environment.
- A professional appearance and demeanor.

Character and Spiritual

- Mature Christian, currently attending or pursuing attendance in a local church.
- Demonstrated commitment to PFF's mission, statement of faith, and position on core issues.
- Ability to work discreetly with confidential information.
- Trustworthy, responsible, tactful, and diplomatic.
- A high level of professionalism. Exhibits strong leadership qualities with a servant's heart.

Preferred Qualifications:

- Experience with event planning software or customer relationship management (CRM) tools.
- Knowledge of event coordination from inception to execution, including vendor management.
- Previous experience in database management and updating client records.

How to Apply:

Applications should be submitted to Emily Kreps at ekreps@pafamily.org. There is no application deadline for this position. Applications are accepted on a rolling basis. Questions can be directed to Emily Kreps: ekreps@pafamily.org. (717) 545-0600