



The Inayati Order

A Sufi Path of Spiritual Liberty

FRONT DESK MANAGER

POSITION DESCRIPTION

POSITION BEGINS JANUARY 2020

APPLICATIONS DUE BY MONDAY, DECEMBER 9, 2010

OVERVIEW

The Inayati Order, a faith-based nonprofit with members worldwide, is pleased to announce a newly opened position, Astana Front Desk Manager. This position oversees front desk operations at our headquarters, called the Astana, including welcoming guests, event registration, database and e-list management, and bookstore oversight and sales, as well as helps with administrative needs and event staffing.

RESPONSIBILITIES

- Maintain a beautiful, welcoming front entrance and reception area for all visitors, program participants, staff and volunteers.
- Provide outstanding hospitality and service to all who visit, call and/or e-mail the Astana; promptly answer all messages via phone and/or e-mail.
- Offer concierge services to guests and inquirers including about local housing, restaurants, transportation, and parking amongst other topics that may come up.
- Serve as the lead for program registrations; set up and manage registration for programs using Eventbrite, answer questions, receive and process payments.
- Oversee book and product sales in-person, online, and over the phone; receive, process, and mail orders. Manage store budgeting, inventory, purchasing, and merchandising.
- Manage Inayati Order e-mail lists and Donor Perfect database.
- Provide logistical support for Astana programs, including some evening and weekend events.
- Assist with other projects, administrative and otherwise, as part of the Astana Staff Team.

QUALIFICATIONS

- Strong interpersonal skills and ability to respond quickly and respectfully to phone, e-mail, and in-person requests for information and/or assistance.
- Strong technological skill, including experience with the Microsoft Suite of products, Skype, social media, and Macintosh products. Experience with Donor Perfect a plus.

- Strong attention to detail and ability to work in a fast-paced environment on several projects and/or tasks at once.
- Familiarity with the work of the Inayati Order (or willingness to learn about the Order in depth) to best respond to the needs of Inayati inquirers, students, and leadership.
- Ability to be efficient, organized, flexible, and resourceful.
- Previous hospitality experience preferred.

REPORTING STRUCTURE

The Astana Front Desk Manager reports directly to the Inayati Order's Executive Director, who provides management, performance oversight, and guidance on a regular basis. This role will be engaged in annual performance reviews.

COMPENSATION, BENEFITS & LOCATION

This is a non-exempt, part-time position of 20-25 hours a week at an hourly rate of \$17/hour. Partial benefits may be available. The position is located in Richmond, Virginia, with regular hours Monday through Thursdays, 12-5pm, or similarly, with adjusted, agreed upon hours select Sundays and some weekends during events.

Our deadline for applying is Monday, December 9, 2019. If you are interested in joining the great team working at the Astana, we encourage you to apply right away by submitting a resume and cover letter, as two separate documents using Microsoft Word, to employ@inayatiorder.org.

www.inayatiorder.org