

Title: Guest Services

Location: The Hope Center
2001 W. Plano Parkway
Suite 1700
Plano, Texas 75075

Position: Full-Time

Work Hours: Monday – Friday, 8:30 AM – 5:30 PM

Overview: The Hope Center, an influential hub for Christian ministries, is seeking a warm, team-oriented, and dedicated individual for the role of Guest Services. The Guest Services role is centered on skillfully managing and operating our established systems and processes, ensuring our guests and tenants enjoy a seamless experience. In this versatile utility role, the ideal candidate will be eager to step in wherever needed, demonstrating flexibility and a commitment to our mission. There's also a great opportunity for growth and development within our organization for those who show initiative and a willingness to learn.

Role Summary: As a Guest Services member at The Hope Center, you will be an integral part of our guest experience. Your role involves managing day-to-day operations, supporting the Guest Services team, and ensuring a seamless and hospitable environment for all our visitors. Your attention to detail and ability to follow established procedures will contribute significantly to the smooth running of our center.

Key Responsibilities:

- **Front Desk Management:** Assist in greeting guests, managing reports, responding to inquiries, and ensuring the reception area remains organized and secure.
- **Support in Building Access:** Aid in the management of building access, supporting badge audits, and ensuring proper access for tenants and guests.
- **Event Support:** Provide assistance in gathering information for events and support the coordination efforts of the Guest Services team.
- **Retail Assistance:** Help in the operation of The Hope Center Bookstore, including stock management and customer service.
- **Administrative Support:** Undertake various administrative tasks, including managing inventory, receiving packages, and assisting in property management duties.
- **Team Collaboration:** Actively support team members, demonstrating a commitment to teamwork and the overall mission of The Hope Center.
- **Customer Service Excellence:** Maintain a high standard of customer service, assisting visitors and tenants with a friendly and helpful attitude.

Qualities of an Ideal Candidate:

- Strong organizational skills and attention to detail.
- A team player with a customer-focused mindset.
- Eagerness to learn and grow within the organization.
- Ability to work efficiently in a dynamic environment.
- Friendly and approachable demeanor.

Qualifications:

- High School Diploma or GED required.
- Experience in customer service, hospitality, or administrative roles is beneficial.
- Proficiency in basic computer software (Word, Excel, Outlook) and readiness to master specific systems used by The Hope Center.
- Excellent communication and interpersonal skills.

Spiritual and Religious Commitment:

This role is entwined with our spiritual mission, and as such, the ability to communicate faith in Christ is vital. You will stand as a beacon of our Christian faith, exemplifying our beliefs and values in all interactions with those who visit and work in The Hope Center.

How to Apply:

If you feel led to join our team, please send your resume and a cover letter expressing how your skills and faith align with The Hope Center's mission to aweedor@thehopecenter.org.

Note: The Hope Center is an equal opportunity employer and celebrates diversity in our team.