

Hospitality Assistant

The Hospitality Assistant (HA) plays a vital role in creating a welcome, safe, and hospitable environment for all who enter the Cathedral Church of St. Paul. As one of the first points of contact for all visitors in the Cathedral Center, the HA embodies the commitment of radical hospitality through attentive service, professionalism, and compassionate care. The HA also maintains awareness of activity throughout the Cathedral campus to ensure the building remains safe, orderly, and welcoming for all who are here.

\$20 per hour/24 hours a week.

Hospitality/Guest Services/Front Desk Support

- Welcome all visitors with warmth, professionalism, and respect.
- Answer incoming telephone calls and direct calls to the appropriate staff members or relaying important messages to the Dean of the Cathedral or CCSP Staff.
- Provide general information about the Cathedral Center to those who inquire.
- Monitor activity during coffee hours (9:15am & 12:30pm): Barth Hall, Gallery, & Parlor.
- Communicate concerns or unusual situations promptly to the Dean of the Cathedral.
- Additional tasks as needed.

Building Care, Maintenance, & Safety

- Conduct routine walk-throughs of the Cathedral building approximately every 30-60 minutes ensuring safety.
- Monitor restroom conditions by:
 - Restocking toiletries and ensuring cleanliness in bathrooms.
 - Checking on anyone occupying a restroom for longer than 15 minutes to ensure their wellbeing.
 - Ensuring no luggage or baggage are brought into bathrooms.
- Mop or sweep any spills or debris on floors.
- When flowers/plants are present in the Gallery please care for them.
- Help maintain the appearance and cleanliness of public hospitality areas, including:
 - Gallery, Information Tables, Plants, Displays, & Front Desk area.
- Report maintenance, safety, or security concerns promptly to the Dean of the Cathedral.
- Help create and implement safety protocols and SOP's for the organization with their collaboration.
- Assist the Facilities Manager with tasks as needed.
- Be contact and support for Cathedral Care Fair on Sunday mornings.

Worship Support

- Assist with opening and closing the Cathedral during weekly worship and activities.
- Help maintain a quiet and respectful atmosphere.
- Monitor and initiate Parlor YT livestream.
- Close and reopen interior Gallery doors after the procession enters the Cathedral and right before the service ends around 12:30pm.

- Assist Ushers when requested.

For Success in this position, the Cathedral recommends:

- Trained in de-escalation.
- Experience in Security Officer field.
- Has previous employment in Public Safety.