

CHESTNUT HILL BENEVOLENT ASSOCIATION

JOB DESCRIPTION

DEPARTMENT: Reception

Grade: G-4

POSITION TITLE: Reception/Night Security

Job #: 6104

ORGANIZATIONAL RELATIONSHIPS: Reports to Reception Manager and in his/her absence, the Director of Operations (DOP). Has contact with many BA departments, particularly with Facilities, Christian Science Nursing, Reception, The Residences at 910, Rest and Study, and Administration.

SUMMARY: Expresses qualities that represent and support Christian Science nursing and healing in all contacts with individuals seeking BA services. Patrols grounds and inside of buildings; operates multi-line phone; greets late-arriving guests and early morning vendors. May perform minor maintenance activities to ensure safety/security. Works with and supports other departments as needed. Utilizes computer skills for reports and various projects. Maintains confidentiality in relation to those requesting/receiving Christian Science nursing services.

DETAILS OF DUTIES:

1. Expresses alertness during frequent nightly rounds inside buildings to ensure everything is in order. Monitors all alarm panels/indicators during shift.
2. Is alert to and reports issues to be addressed by Facilities or Grounds.
3. On outside rounds, checks exterior doors, vehicles, and areas of all buildings, including Carriage House Apartments.
4. Operates multi-line phone at intervals during shift, serving as receptionist. When leaving Reception desk, switches calls to night answer service and responds to calls that come in on Security cell phone.
5. Determines which situations require Manager consultation before further action is taken. Notifies CEO and appropriate Managers of any unusual communications, conditions, or circumstances arising during the shift.
6. Collects/removes trash from Christian Science nursing floor and disposes to approved holding area.
7. Ensures entrances are clear of snow in winter; informs designated Grounds or Facilities staff of hazardous conditions of walkways, driveways, parking lot, etc.
8. Serves as the central contact point should there be a campus-wide or building-wide emergency such as the activation of a fire alarm.

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DETAILS OF DUTIES, continued:

9. Completes computerized night log and attaches to email to CEO, DOP, and distribution list before leaving shift.
10. At change of shift, communicates clearly anything that is relevant to those coming on duty.
11. Must have valid driver's license to drive a BA van, or have the ability to walk the grounds of the BA's 24 acre campus.
12. Physical Demands: Must have the stamina to walk several interior rounds on each shift in a timely manner, including stairs, in buildings with three or more floors. Must be able to bend to clean up occasional occurrences of excess water or handle other issues that cannot wait until morning. Must be able to walk on hilly, at times uneven, terrain in winter weather using appropriate foot gear provided by the BA for safety. Wears protective clothing required by the work environment or governmental regulations.
13. Performs other duties as assigned.

MINIMUM QUALIFICATIONS: Member of The Mother Church who metaphysically supports BA mission is preferred. Class instruction by an authorized teacher of Christian Science, and active membership in a branch church or Local Member of The Mother Church, preferred. Must have general mechanical aptitude relating to buildings maintenance and general computer skills. Ability to be flexible in work schedule and to deal with emergencies in a calm and effective manner.