

NORTH AMERICAN DIVISION

JOB OPPORTUNITY

Applications for the job listed below will be accepted from the time of posting from **NORTH AMERICAN DIVISION** employees **WITH AT LEAST ONE YEAR OF SERVICE IN THEIR CURRENT POSITIONS.**

TITLE OF JOB: Administrative Professional I, Guest Services

DEPARTMENT: Presidential (NAD/PRE)

SUPERVISORS: Executive Assistant I

CLASSIFICATION: Full-Time Hourly/Non-Exempt (38 hours per week, Monday - Thursday)

REMUNERATION GRADE/HOURLY RATE: Grade 5, \$22.67 - \$34.02

BENEFITS: Healthcare, flexible spending accounts (FSA), life insurance, long-term disability, retirement, continuing education, student loan repayment assistance, paid time off for holidays, along with paid vacation and sick leave.

LOCATION: Columbia, MD—On-site/In-office at the NAD Headquarters

NOTE: This position is not eligible for any type of regular remote or teleworking arrangement. For candidates living outside of the MD geographical area, relocation is required.

POSITION SUMMARY: Performs diverse administrative duties in support of the assigned department of the North American Division. Plays a key role in ensuring the smooth and efficient operation of guest services and administrative support functions. Serves as the first point of contact for visitors and callers, responding to routine inquiries, directing communications appropriately, and supporting administrative operations, guest services coordination, and departmental events. The ideal candidate is a proactive, well-organized individual with excellent communication skills who can manage office responsibilities independently and with discretion. This position requires strong administrative, interpersonal, and technical skills, as well as a solid understanding of the structure and values of the Seventh-day Adventist Church.

AUTHORITY, ACCOUNTABILITY: Authority as delegated by the supervisor. Work is performed with limited supervision. Responds to own supervisor. There are specific guidelines to follow, but the work requires the ability to carry out duties and meet deadlines independently. May provide direction to secretaries, clerks, or temporary employees (floaters, students, etc.) in own area as assigned.

ESSENTIAL JOB FUNCTIONS:

- Welcomes visitors in person or by telephone, directs them to appropriate offices, and ensures a professional and inviting lobby environment.
- Utilizes and maintains a current departmental directory of on-site and off-site staff.
- Maintains a well-organized office environment, including filing systems and records management.
- Answers and screens telephone calls, responds to routine inquiries, provides general organizational information, and manages visitor check-in procedures, including badge distribution.
- Coordinates guest scheduling logistics, including meeting space availability, room reservations, and calendar alignment, and communicates visitor logistics in advance.
- Coordinates mail services, routes publications, and prepares materials, packets, or agendas for meetings, visitors, and events.

- Assists with ordering, receiving, stocking, and distributing office supplies and performs general clerical duties.
- Coordinates logistics and administrative support for Staff Meeting, Leadership Council, Mission Alignment Week, New Conference Presidents' Orientation, and other assigned events.
- Communicates with speakers and presenters to obtain required information, including biographies, presentations, and honorarium documentation (W-9, etc.).
- Prepares and processes check requests, expense reports, and honorarium-related documentation in coordination with Treasury.
- Prepares and distributes meeting communications, materials, and attendance records for meetings, councils, and organizational events.
- Coordinates with internal departments and external vendors, including printers, café services, and floral providers, to ensure timely delivery of materials and services.
- Coordinates hospitality arrangements, including refreshments, catering, meeting space readiness, and guest service materials.
- Serves as a liaison with Facilities, Security, and Hospitality staff to support guest safety, preparedness, and the overall guest experience.
- Coordinates scheduled and walk-in visitor tours and handles sensitive guest interactions with professionalism, escalating concerns as appropriate.
- Gathers feedback related to guest experience and assists with identifying opportunities for improvement.
- Maintains guest logs, databases, and related records in accordance with established procedures and assists in managing meeting room reservations.
- Prepares and distributes internal staff communications and assists with staff initiatives, including special events and seasonal activities.
- Performs other duties as assigned by supervisor.

EDUCATION/EXPERIENCE/CREDENTIALS: Bachelor's (BA/BS) degree required. Appropriate successful work experience may be acceptable in lieu of scholastic requirements.

A minimum of three years of office experience is needed to gain the skills and knowledge required to perform job duties.

KNOWLEDGE AND SKILL: Well developed knowledge of principles, policies and beliefs of the North American Division and the Seventh-day Adventist Church. Must exhibit initiative; being original and innovative to aid supervisor in planning and organization. Adaptable and able to evaluate priorities. Ability to perform duties with speed and accuracy without constant supervision. Requires well developed knowledge of church employment policies and practices.

Knowledge of up-to-date office procedures such as filing, telephone techniques, office equipment (including computer, etc.), and English usage (spelling, grammar, punctuation, etc.). Position requires keyboard speed with high accuracy. Must be able to facilitate good communications among departmental staff, other departments, and outside personnel.

CONTACTS, ORGANIZATIONAL RELATIONSHIPS: Contact with many people, both internally and externally. Must have both a pleasant personality as well as good telephone manners. Must possess the ability to deal tactfully and effectively with own department personnel, others within the General Conference, North American Division, and outside personnel. Must be able to effectively handle confidential information and situations at all times and maintain a high degree of loyalty and support for supervisor, department, North American Division, and the Seventh-day Adventist Church.

PHYSICAL REQUIREMENTS: Must be able to read, speak, and hear. Must be able to effectively

communicate, both orally and in writing. Some standing, walking, bending, kneeling, carrying of light items, etc. required. Standard work hours, as defined in the North American Division Employee Handbook, are required.

WORKING CONDITIONS: Essential responsibilities are performed primarily in a sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort. The work area is well-lighted and ventilated. Position may require occasional travel both locally and abroad. Any request for travel must have department director prior approval. Travel will be in accordance with the North American Division Employee Handbook. Overtime is occasionally requested, rarely required, and never permitted without supervisor's prior approval.

EQUAL EMPLOYMENT OPPORTUNITY: *The North American Division of Seventh-day Adventists® ("NAD") is an equal opportunity employer which does not discriminate in employment policies and practices on the basis of race, national origin, gender (except for positions requiring ordination), color, age, marital status, disability, or any other basis prohibited by law. The employment practices of the church reflect religious preferences in harmony with the United States Constitution and controlling law, and it, therefore, hires only Seventh-day Adventist Church members in regular standing.*

AT-WILL EMPLOYMENT: *Employment with the North American Division is at-will. This means that either you or the North American Division may terminate the employment relationship at any time, with or without cause or notice, as long as it is not in violation of applicable federal or state laws.*

If interested in the above position please visit our site [CLICK HERE](#) to complete a NAD Employment Application. Or send email to jobs@nadadventist.org and follow instructions from response email.

This position will remain available until filled.

Posted:

May 19, 2026