

Receptionist

Job Title: Receptionist

Salary Type: Non-Exempt

Reports to: Talent Acquisition Director

Effective: April 2026

PRINCIPAL OBJECTIVE:

This full-time position serves as the primary frontline support for Pi Beta Phi Headquarters, ensuring timely and accurate service to members, staff, and volunteers through phone, email, and mail communication channels. The position manages daily operational functions that support member needs—including call routing, email inbox management, supply fulfillment, and data updates—while maintaining compliance with postal regulations and ensuring smooth coordination of organizational mailings and event shipping. This role also oversees equipment and inventory essential to operational efficiency, maintains strong vendor relationships, supports key programs such as Champions are Readers, and contributes to reliable membership records management.

Through responsive customer service and meticulous administrative coordination, this role plays a critical part in delivering a positive member experience and supporting the ongoing success of Headquarters operations.

CORE RESPONSIBILITIES:

- Manages all frontline calls to Pi Beta Phi Headquarters by responding directly or forwarding to the appropriate department if elevation is required. Assists members with login requests, website troubleshooting and basic Fraternity questions.
- Manages various Fraternity email inboxes including Headquarters, Webmaster, Messages, InfoSys, Recruitment and Supplies. Responds to or forwards messages in a timely manner.
- Responsible for all mailroom functions. Processes all Fraternity mail ensuring compliance with all postal regulations and supports all aspects of organizational mailings.
- Orders and maintains inventory levels of all mailing supplies and orders special supplies for Fraternity mailings.
- Maintains stock and places orders from current vendors and sources new vendors as needed. Records, bills, and fulfills chapter/club supply orders, communicating with members as needed. Updates products in ecommerce database when needed.
- Supports the Champions are Readers program through processing of chapter/club orders and communicating with them as needed, maintains inventory levels of components, and collaborates with other departments as needed.
- Responsible for managing all printers, copiers, and fax machines. Ensures the equipment is operational and properly maintained and maintains stock of shipping supplies.
- Updates alumnae records and supports the management of alumnae data, including alumnae membership status changes such as deceased and obituary management.
- Manages event shipping process by assisting staff with packing and shipping of supplies, tracks packages and places claims for lost packages.
- Maintains a good working relationship with shipping, supply, and maintenance vendors.
- Other duties as assigned.

HEADQUARTERS STAFF COMMITMENTS

All members of the Headquarters staff are expected to:

- Offer premier customer service.



- Commit to a positive volunteer experience and serving the volunteer.
- Care for each other.
- Building affinity and Pi Phi Pride with every action and interaction.

QUALIFICATIONS OF A SUCCESSFUL CANDIDATE:

Two years of administrative support experience or any equivalent combination of experience and training that provides the required knowledge, skills and abilities. This includes proficiency with Microsoft Office Suite (Word, Excel, Outlook), database and shipping software. Mail Machine experience a plus.

Possesses strong oral and written communication skills; values and practices social/business etiquette.

Ability to lift 50 pounds, climb ladders, and to stand for extending periods of time.

Shares the Fraternity's commitment to Diversity, Equity and Inclusion.

Fraternity/sorority experience or knowledge preferred but not essential.

ADDITIONAL INFORMATION:

Minimal travel required.

Pi Beta Phi's Mission, Vision, Core Values and statements philanthropic service and Commitment to Diversity, Equity and Inclusion can be found at pibetaphi.org/about.

At Pi Beta Phi Headquarters, we value and respect our employees and their contributions. Our total compensation approach includes base salary, benefits, and a 401(k)-matching program. Each position is externally benchmarked, and the salary ranges are evaluated annually. The salary range for positions is based on local and fraternal market data and allows for various experience levels. The actual pay is based on skills, experience, education, and other relevant factors. Midpoint for salaries in this grade level is \$45k.