



Position Title: Receptionist Position Scope: Part-Time/16-20 hours a week Position Status: Non- Exempt		Reports To: Pastor of Operations Department: Guest Services Date: 9.7.23	
Ministry Vision:			
A Fearless Church of Christ Followers whose Ridiculous Love and Dangerous Witness are IRRESISTIBLE.			
Ministry Responsibilities:			
Welcoming visitors by greeting them, in person or on the telephone and answering questions and providing guidance or problem resolution. Provide administrative support for Mark Warren, Jack Patterson (Guest Services team), and Adam Hinkle (Café)			
Key Duties:			
	Description		% Time
	Team Development. Working as a team at the Reception desk, it is important to continue developing relationships with each other and talk through matters at monthly Receptionist meetings (or more frequently when necessary), as well as daily status updates as needed. Each team member takes initiative and personal responsibility to communicate thoroughly and daily (through the TEAMS post and/or other means) to keep the entire team aware of current happenings at the desk and in other ministries. Attend administrative alliance and other staff meetings as needed.		10%
	Administrative Support Responsibilities. Greet and direct guests. Answer phone and direct calls as required. Handle walk-in or phone requests for a pastor and determine need for pastor on call. Assist with scheduling CARE appointments. Email updated hospital listing/prayer requests to staff and elders. Distribute mail daily to appropriate staff person via mailboxes. Process DIVVY card receipts, check requests and internal P.O.'s. Schedule and coordinate training and appreciation breakfasts for volunteers. Maintain Guest Service groups and make updates in Rock database and in Planning Center Online. Send out Planning Center Online emails weekly. Update Intercom feature articles each week with info from the Enews and respond to requests in a timely manner. Schedule meetings and rooms in eSpace. Respond to questions/comments in Google Business and Facebook messenger account. Handle benevolence inquiries, food pantry and all other church-related questions. Provide Info Center news for Sundays and print out Enews, worship cues, and sermon notes.		50%
	Ministry Support Responsibilities. Proofread Enews, sermon slides, and sermon notes. Send reminders for funeral pastor rotation. Print and restock prayer cards. Forward prayer requests to prayer team. Enter invoices for the Café on a regular basis. Schedule meetings / rooms in eSpace. Notary Public service.		30%
	Misc. Additional related duties as assigned.		10%



Supervisory Responsibility: None at this time

Required Core Competencies for Administrative Assistants and Receptionists

Written Communication

Writes clearly and succinctly in variety of communication settings.

Action Oriented

Enjoys working hard, full of energy for challenges, seizes opportunities.

Approachability

Easy to approach and talk to, puts others at ease, pleasant and gracious.

Priority Setting

Spends time on what's important, quickly zeros in on critical few, eliminates roadblocks.

Learning on the Fly

Experiments and tries new solutions, enjoys challenge of unfamiliar task.

Time Management

Values time, uses effectively, concentrates efforts on important priorities.

Collaboration

Understands the importance of communicating all important issues/knowledge to the other two receptionists so all have the same base of knowledge and is willing to be flexible in covering for vacation time for the others.

PREFERRED QUALIFICATIONS

Minimum relevant experience: Confidentiality, multi-tasking and time management. Adaptable.

Education:

Ideal Knowledge Areas: A welcoming presence preferred. Strong verbal and communication skills. Microsoft Office knowledge and proficiency.