



RECEPTIONIST

POSITION DESCRIPTION

September 2018

TITLE: RECEPTIONIST

PURPOSE: The Receptionist is responsible for organization's first impressions. Duties include (but are not limited to) providing concierge level customer service to guests and staff in person, via phone, or email; management of the Church-wide calendar system, act as liaison between guests and staff, and performing other administrative duties.

REPORTS TO: Office Manager.

STATUS: Up to 28 hours per week - Monday through Friday. No Benefits associated with this position.

EVALUATION: An annual performance evaluation will be performed by the Office Manager.

Receptionist Overview:

The ideal candidate is a dependable, positive team player who can juggle multiple projects in a fast-paced environment and has great written and verbal communication skills. The successful candidate will have a cheerful, professional demeanor and will have an "it's my pleasure" attitude. This position requires strong technology, as well as strong organizational and administrative skills.

REQUIRED QUALIFICATIONS:

1. High school diploma or equivalent
2. 4+ Years of progressively responsible experience as a receptionist/customer service representative in a fast-paced office setting (could be a combination of technical or specialized training combined with experience in an office setting)
3. Winning Personality & positive attitude, well-groomed & professionally dressed
4. Excellent communication, interpersonal, writing, data entry, & telephone skills
5. Extremely detail-oriented, thorough, & self-motivated
6. 2+ years of progressively responsible experience scheduling calendars, resources, and staff
7. Database and email marking experience along with MS Office (strong Excel), Google Suite/Docs, Internet research
8. Tech Savvy - Window/Mac environment
9. Detail oriented, strong work ethic and takes ownership of his/her work
10. Superior time management, project management skills and organizational skills
11. Strong analytical, problem solving, and decision-making skills
12. Team Player
13. Strong time management skills
14. Keyboard at a minimum of 40 wpm, with no errors

Ability to:

1. Provide concierge level customer service
2. Provide engaging and attractable social media marketing
3. Effectively manage, design, and update WordPress website
4. Take initiative
5. Be flexible and able to work in a fast-paced, changing environment
6. Utilize effective time management skills to thoroughly plan and organize tasks
7. Maintain confidentiality
8. Have effective interaction with coworkers and guests that result in positive outcomes
9. Face conflicts with a desire to resolve them, and resolve underlying causes to prevent recurrence
10. Independently prepare correspondence, reports, spreadsheets, etc.
11. Work autonomously as well as collaborate and be part of a team
12. Learn and apply policies and procedures of the organization
13. Communicate verbally in a clear and concise manner, respond to routine inquiries, and explain standard policies and procedures
14. Be part of an organization that promotes the mission and ministries of the Bidwell Presbyterian Church
15. Have a passion for serving others and ministry
16. Be results-orientated and pragmatic

EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

Receptionist

1. Answer telephones and directs the caller to the appropriate staff
2. Greet and directs guests
3. Provide callers with information such as company address, directions to the company location, company fax numbers, company website and other related information
4. Receives, sort and disseminate incoming mail
5. Maintain and routes publications
6. Inform other employees of visitors' arrivals or cancellations
7. Manage church calendaring system, monitor resources, room usage, confirm events
8. Ensure knowledge of staff movements in and out of organization
9. Perform other duties as assigned

ADMINISTRATIVE

1. Administratively support Bidwell Presbyterian Church ministries and programs by monitoring, organizing and supporting projects, tasks, calendar items, accounting and other commitments
2. Oversee administration and support in execution of new initiatives and projects
3. Coordinate facility, hospitality, technical, production, and childcare requests
4. Create a variety of reports, statistical charts, and contracts
5. Create and/or work with Communications Coordinator to create a variety of marketing collateral for ministry specific programs and events
6. Market ministry specific events through social media, bulletin, and website
7. Perform a variety complex record keeping duties necessary to area of ministry
8. Research and compile information and data as requested for use in reports
9. Understand and utilize the church wide database system for data input and retrieval
10. Schedule appointments and coordinate meetings for pastor/ministry director and other ministry team members. Assist in coordination of activities
11. Perform high-level, clerical work as required and with efficiency
12. Have understanding of ministry area budget line items and financial processes/policies in order to properly carry out financial tasks as assigned which may include processing invoices, collecting and receipting various fees/donations, maintaining spreadsheets, etc.
13. Plan, prioritize, assign and supervise the work volunteers; provide training when necessary

14. Organize and maintain paper and/or digital filing systems; maintain records related to area of ministry
15. Operate various office equipment which may include a computer, printer, copier, fax machine, postage machine, telephone, etc.
16. Perform other duties as assigned

RELATIONSHIPS WITH STAFF AND SESSION MEMBERS:

The Administrative Receptionist/Database Assistant is expected to:

- a) Maintain confidentiality at all times.
- b) Be supportive of the church and the church staff in all contacts with the church membership and the general public.

PHYSICAL DEMANDS

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit, talk and listen. The employee is frequently required to use hands and fingers to handle objects, feel and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. The work environment is one of an office with controlled temperature. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.