



BIDWELL PRES

November 2023

RECEPTIONIST

POSITION DESCRIPTION

TITLE: RECEPTIONIST/ADMIN SUPPORT

PURPOSE: The Receptionist is responsible for providing a warm and welcoming greeting to all who enter the church office. Duties include (but are not limited to) providing excellent customer service to guests and staff in person, via phone, or email. The receptionist is the face of the church family. Additionally, there will be various admin duties assigned.

REPORTS TO: Office Manager/Business Administrator

STATUS: Up to 28 hours per week – including at least 3 Sundays per month. No Benefits associated with this position, with the exception of no-cost disability and life insurance.

EVALUATION: Annual performance evaluations will be performed by the Office Manager.

REQUIRED QUALIFICATIONS:

1. High school diploma or equivalent.
2. Must have 3 – 5 years of progressively responsible experience as a receptionist/customer service representative in a fast-paced office setting.
3. Winning personality & positive attitude well-groomed & professionally dressed.
4. Excellent communication, interpersonal, writing, data entry, & telephone skills.
5. Detail-oriented, thorough, and self-motivated.
6. Database experience with MS Office (strong Excel), Google Suite/Docs, and Internet Research.
7. Tech Savvy - Window/Mac (experience with Planning Center Online, Project Management Software, and SMS systems a plus, but not required).
8. Superior time management, project management skills, and organizational skills.
9. Strong analytical, problem-solving, and decision-making skills.
10. Team Player, respect other employees' boundaries.
11. Strong time management skills.

Ability to:

12. Provide concierge-level customer service and have a passion for serving others and ministry.
13. Take the initiative, be flexible, and be able to work in a fast-paced, changing environment.
14. Always maintain confidentiality.

15. Face conflicts with a desire to resolve them and resolve underlying causes to prevent recurrence.
16. Independently prepare correspondence, reports, spreadsheets, etc.
17. The ability to work autonomously as well as serving a willing collaborator.
18. Learn and apply the policies and procedures of the organization.
19. Communicate verbally in a clear and concise manner, respond to routine inquiries, and explain standard policies and procedures.

Receptionist DUTIES (Duties may include, but not limited to the following, greeting, and directing guests, providing callers with information such as company address, directions to the company location, company fax numbers, company website, and other related information.

1. Receives, sort, and disseminates incoming mail, and maintain and routes publications.
2. Inform other employees of visitors' arrivals or cancellations.
3. Ensure knowledge of staff movements in and out of the organization.
4. Perform other duties as assigned.

ADMINISTRATIVE

1. Administratively support Bidwell Presbyterian Church ministries.
2. Create a variety of reports, statistical charts, and contracts as needed.
3. Market ministry-specific events through social media, bulletin, and website.
4. Perform a variety of complex record-keeping duties necessary to the area of ministry.
5. Research and compile information and data as requested for use in reports.
6. Understand and utilize the church-wide database system for data input and retrieval.
7. Schedule appointments and coordinate meetings for the pastor/ministry director and other ministry team members. Assist in the coordination of activities.
8. Plan, prioritize, assign, and supervise the work volunteers; provide training when necessary.
9. Operate various office equipment which may include a computer, printer, copier, fax machine, postage machine, telephone, etc., and perform other duties as needed.

RELATIONSHIPS WITH STAFF AND SESSION MEMBERS:

The Administrative Receptionist/Admin is expected to:

- a) Always maintain confidentiality.
- b) Be supportive of the church and the church staff in all contacts with the church membership and the 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 accommodation may be made to enable individuals with disabilities to perform essential functions.