



## Job Description

<b>Position:</b>	Receptionist/Administrative Assistant
<b>Classifications:</b>	Part Time, Support Staff, Non-Exempt
<b>Reports To:</b>	Church Administrator
<b>Evaluation Due:</b>	Annually by Supervisor
<b>Staff Liaison:</b>	None

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### Job Objective

Provide administrative support to church staff and perform necessary front-office duties that include greeting all visitors and guests arriving in the Welcome Center and managing incoming phone calls.

### Qualifications

Undergraduate degree and/or training in front-office environment or equivalent training. Possess good communication skills (written & verbal), ability to work well with people, ability to function in a busy environment with multiple interruptions, orientation to detail. Capable of 60 CPWM and must be computer literate. MS Word and Excel required; knowledge/experience with Shelby Systems or ACS preferred. Familiarity with typical Christian church program activities is preferred.

### Duties and Responsibilities

- I. Reception
  - a. Serves as a pleasant first contact for the church.
  - b. Answers all incoming telephone calls and processes calls appropriately.
  - c. Receives all visitors to the Welcome Center and announces visitor arrival to staff members.
  - d. Sorts, classifies, distributes all incoming mail and packages and processes outgoing mail.
  - e. Maintains church postage accounts.
  - f. Assists with hospital lists and notification to ministers
  - g. Serves as telephone systems manager including pastor on call line management.

- h. Provides support to the Child Development Center (CDC) with greeting children and parents and assisting with check in as needed. Check-in includes assisting with temperature checks and hand washing of children upon entry.

II. Administrative Assistance

- a. Provides administrative support to Church Administrator and other Senior Staff as needed.
- b. Manages security access for staff and CDC parents.
- c. Maintains reservation system for meals and special church events, and reports numbers as appropriate.
- d. Forms effective working relationships & rapport with members and staff.

**Physical Demands:** Requires prolonged sitting, some bending, stooping, stretching, standing and lifting up to 30 pounds occasionally. Requires hand-eye coordination and manual dexterity sufficient to operate a keyboard, photocopier, calculator and other office equipment. Requires normal and/or correctable range of hearing and vision. Adherence to Centers for Disease Control safety guidelines for the current COVID-19 pandemic is required including, wearing a mask in the building, maintaining social distancing and frequent hand sanitation.

**Work Conditions:** Work in office environment, involving contact with staff and the congregation. Work requiring deadlines and with multiple interruptions may be stressful at times and may involve dealing with angry or upset people.

Regular schedule is M-Thurs 7 AM–1 PM

Current schedule is M-Thurs 7:45 AM–1 PM \*

\*The current schedule is based on current COVID-19 restrictions for CDC operating hours (8 AM to 5 PM). Once restrictions are lifted, the CDC operates from 7 AM to 6 PM.