

**Job Description**  
**Receptionist**  
**Update: January 2021**

**Category**

Part-time (approx. 20 hrs. per wk.; occasionally 37.5 hrs. per wk.), Regular, Non-Exempt Support Staff

**Character Requirements**

1. Immersed believer of Jesus Christ.
2. A conviction on the infallibility of God's Word.
3. Exhibit a moral fiber consistent with the Word of God.
4. Demonstrate a genuine love for people as the highest priority of ministry through communication, cooperation, and personal relationships.
5. Demonstrate a love for Jesus where He is both Lord and Savior.
6. Demonstrate a commitment of covenant relationship to paid and volunteer co-workers of love, honor, acceptance, open communication, honesty, and harmony.
7. Exhibit a work ethic of initiative, follow-through, organization, and positive attitude.
8. Sign the OCC Statement of Faith annually.

**Reports To**

1. Business Administrator

**Position Responsibilities**

**Personal:**

1. Maintain a consistent, personal devotional life with Jesus Christ.
2. Maintain a wholesome family life through time, priority, and commitment.
3. Be involved in the regular study of God's Word and any extra-Biblical literature that will advance knowledge of the scriptures.
4. Identify personal development opportunities.
5. Participate in professional development activities.

## **Overall Responsibilities:**

The Receptionist is a vital link between the Church Staff and the Congregation and is responsible for creating a positive and inviting first impression of the church and its ministry. Additionally, the Receptionist represents an important administrative resource for the staff. As such, the Receptionist's overall responsibilities include:

1. Being available in the reception office and adjoining areas at all times to take incoming calls and screen visitors.
2. Coordinating with the other Receptionist to ensure that the Reception Desk is covered by a Staff Receptionist during office hours. This may include working 37.5 hours in a week when the other Receptionist is sick or has taken time off.
3. Since this is a "partner" position, each Receptionist must be flexible in scheduling so that unplanned emergencies (i.e. sickness, family emergency, etc.) can be covered in most instances.
4. Having the ability to communicate and coordinate with the other Receptionist to ensure that all responsibilities are covered and not duplicated.

## **General Office:**

1. Provide courteous, friendly & consistent support in answering the phone & greeting visitors.
2. At the beginning of the business day, take the phone off "night" and review, respond or redirect church voice mail.
3. Turn on security camera monitors and open office mailboxes.
4. Oversee delivery of outgoing mail to the outdoor mailbox for pickup by 10:00 a.m.
5. Screen and direct calls and visitors as appropriate; be a gatekeeper, courteous to each person, but protective of staff time.
6. Screen benevolence and pastoral requests and direct them to the appropriate parties.
7. Maintain the church office reception area neatly.
8. Maintain Office Supply and Print Paper inventories & organize and clean the Copy Room.
9. Oversee maintenance of postage inventory and process all office mail.
10. Distribute daily mail, and maintain staff, ministry, and Elder access to mailboxes.
11. Sign for/accept deliveries and notify recipients that shipments are available at the Info Desk.
12. Recruit and schedule Guest Services volunteers as needed.
13. Recruit and schedule Receptionist volunteers for all staff meetings and staff events and administrative meetings and training.
14. At the end of the day place the phone on "night", turn off security camera monitors, close mailboxes.

**Assistance to Administrative Assistants:**

1. Assist in posting and reporting Sunday Worship Attendance.
2. Prepare and Mail Baptism certificates and letters.
3. Prepare and mail new member offering envelopes.
4. Assist in the proofing of various communications, both in print and online.
5. Make telephone calls for staff as needed.
6. Assist in communicating the weekly schedule to the Baptism Team.
7. Provide copy support as needed.
8. Provide print assembly support as needed.
9. Assist with any mailing preparation and oversee timely mail-out of letters, promotions, etc.
10. Assist the Administrative Assistants with other duties when you have availability.
11. Such other duties and responsibilities as the Business Administrator shall determine.

Larger projects beyond the scope of these duties, that are requested by other staff members, must be approved by the Business Administrator.