

Church Receptionist

JOB DESCRIPTION

Description:

The Receptionist is one of the main day-to-day liaisons between the church and the “outside world,” while keeping the internal operations of the office productive and efficient.

- This person must represent the values of Bethesda EC Church, be friendly and courteous, possess clear communication and grammatical skills, and be able to provide up-to-date, well-organized materials and records for the church.
- This person must be responsible in areas of integrity and confidentiality.
- Our hope is that this person would find freedom to pursue their natural gifts and talents in order to excel in those particular areas within and beyond their employment with us.

Qualifications:

The Receptionist must possess:

- Good written and oral communication skills.
- The ability to work well with others.
- Work habits that are well-organized and detail-oriented.
- Basic proficiency with the technology within an office computing environment.
- A lifestyle representative of the mission and values of Bethesda EC Church.

Responsibilities:

I. Office Communications

A. Telephone

1. To use proper etiquette when answering telephones and to relay messages to appropriate parties in a timely manner.
2. To make or direct telephone calls as the staff may determine.
3. To operate the PhoneTree® or other software system for mass telephone communications as needed.
4. To transmit and receive various facsimile (fax) correspondences.
5. To check for answering machine messages and relay information to appropriate parties.

B. Mailings

1. To collect, sort, and direct all incoming mail to appropriate parties.
2. To fold, cut, or sort mailings as provided to you by other church personnel or volunteers as needed.
3. To send out postcards or e-mails to new visitors as needed.

C. Email

1. To respond appropriately to incoming emails in a timely manner.
2. To forward e-mails to the appropriate church personnel or volunteers as needed for follow-up.

II. Office Computing Environment

A. General Software and Statistical Data

1. To update as needed, a database of information about all friends and members of the congregation in Church Windows® or other application.
2. To handle the distribution and collection of forms for statistical and follow-up purposes.
3. To record the general statistics of the church.

III. Office Management

A. Copying and Distribution

1. To copy, cut, fold, and distribute all informative publications as requested by other church personnel and volunteers.
2. To provide assistance to organizations of the church in regard to their copying and distribution needs.
3. To print, copy, cut, and fold as needed, weekly bulletins; monthly updates; sign-ups; information cards; and other items as needed and place at the Welcome Counter.
4. To collect outdated information at the Welcome Counter and refresh with updated information weekly, and as needed.

B. Hard Copy Filing

1. To file and maintain printed copies of the informative publications and all correspondences relevant to the internal communications of the church.
2. To file and maintain all important business-related documents such as insurance policies, certificates, and licenses.

C. Office Supplies & Church-Related Aspects

1. To present a clean, respectable office environment that exemplifies pride in the organization.
2. To manage the petty cash fund and keep a detailed log of its cash flow.
3. To order worship-related items such as flowers & candles.
4. To notify appropriate maintenance and repair personnel of office equipment when needed.
5. To keep information up to date on the community display board located in the office foyer.
6. To keep the visitor cards in the Sanctuary filled and print more as needed.
7. To refill the humidifiers in the pianos throughout the church as needed.
8. To notify appropriate person when office supplies are running low.
9. To attend monthly staff meetings.