



FIRST MOUNT ZION BAPTIST CHURCH

JOB DESCRIPTION TITLE:	Receptionist	JOB CLASSIFICATION:	Non Exempt; Hourly, Full-Time (40 hours per week)
DEPARTMENT OR MINISTRY:	Administration	REPORTS TO:	Renee Woolfolk, Church Business Administrator (CBA)
PREPARED BY AND DATE:	CBA 1/11/19	APPROVED BY AND DATE:	CBA 1/11/19

Job Purpose or Summary

The Receptionist position serves as the first point of contact for members and guests and is responsible for all front-desk administrative support duties. The Receptionist is expected to work with a great deal of discretion and confidentiality when handling sensitive information. This position reports to the Church Business Administrator and is expected to support the Operations Team.

Essential Duties and Responsibilities

1. Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel. Monitors visitor access into building during normal business hours.
2. Handles incoming telephone calls and retrieves messages from the Main Voice Mail; determines purpose of calls and messages and routes to appropriate personnel or department. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable. Configures phone messaging as necessary.
3. Answers questions about church services and provides information on hours, location, directions, etc.
4. Responsible for populating and maintaining accuracy of a web-based church calendar. Leads weekly meeting to review upcoming building use requests to prevent overscheduling. Advises CBA when necessary to implement "blackout" dates.
5. Receives and files all building use requests; communicates room assignments and set-up as approved by the team.
6. Prepares, prints, and folds church announcement sheet. Sets-up and prints ministry posters as requested.
7. Responsible for posting approved messaging on church social media i.e. Facebook and Twitter.

8. Manages an internet-based church calendar. Configures Power Point slides for announcements and forward to appropriate personnel via email.
9. Receives, sorts, and routes mail, and maintains and routes publications.
10. Provides administrative support to the Church Business Administrator or other members of the Operation Team, including serving as backup in the absence of the Executive Assistant.
11. Supports the Financial Secretary, performing payroll and accounting data entry.
12. Supports the Transportation Ministry by working with members to schedule Sunday pickup.
13. Supports the Benevolence Ministry by receiving and processing requests.
14. Performs other general administrative duties such as but not limited to developing Power Point slides, creating fax cover sheets, developing correspondence, memos, reports, filing, purging, copying, etc.; performs other duties as needed.

Job Qualifications

Competencies

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Applies common sense understanding when applying instructions and uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral and Written Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Develops and prepares correspondence. Effectively presents information in one-on-one and small group situation to other employees, members, and guests.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Supervisory Responsibility

This position has no supervisory responsibilities.

Additional Requirements

To perform this job successfully, an individual must be proficient in the Microsoft Office suite application, use of social media applications such as Facebook and Twitter, and conducting general Internet research.

Able to work in a church environment that upholds Christian values.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear.

Education and Experience:

High school diploma or general education degree (GED); and one to three years related experience and/or training; or equivalent combination of education and experience.

Working Environment

FMZBC is a vibrant and thriving ministry. The Church reflects a professional work environment where Christian values are upheld. FMZBC is a weapons-free and smoke-free campus.

Essential Functions and Physical Demands

The essential functions and physical demands described below represent what must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the job.

Speaking
Bending
Stooping
Kneeling
Sitting
Walking
Standing (not continuous)
Squatting
Climbing stairs
Lifting files; opening file cabinets
Pulling
Pushing
Manual dexterity
Simple grasping
Ability to reach above and below shoulders
Ability to see
Ability to hear
Ability to operate office equipment, including keyboard typing

Signatures

I acknowledge that I have read this job description and understand the essential duties and essential functions of the position.

Employee Signature _____

Date _____

Printed Name _____

This job description has been approved by all appropriate levels of management.

Supervisor's Signature _____

Date _____

Printed Name _____