

First Mount Zion Baptist Church Receptionist Job Description

Job Title: Receptionist
Department: Operations
Reports To: Church Administrator
FSLA Status: Full-Time Hourly Non-Exempt
Hours: M-F; 8:30am – 5:00pm

Summary: Serves as the first point of contact for members and guests and is responsible for all front-desk administrative support duties.

Skills Needed: Should be discreet and mature in handling church matters. Good phone skills, adept with computers, self motivated, can multi-task, and has basic knowledge of office practices and is friendly. Should be open to new challenges and new learning experiences. Should be a self-starter capable of initiative and independent work. Should be very comfortable with multi-line telephone system, computers and able to easily learn new skills/applications. Must be proficient with MS Office products.

Essential Duties and Responsibilities

Visitors: Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel. Monitors visitor access into building during normal business hours.

Telephones: Answers incoming telephone calls, determines purpose of callers, announces call and forwards calls to appropriate personnel or department. Retrieves messages from Main voice mail and forwards to appropriate personnel. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable. Configures phone messaging as necessary.

Information Center: Answers questions about the church and provides callers with address, directions, and other information.

Church Calendar: Responsible for populating and maintaining accuracy of church calendar.

Print Media: Prepares, print and fold church announcement sheet. Set up and print ministry posters as requested.

Social Media: Responsible for posting approved messaging on church social media i.e. Facebook and Twitter.

Room Assignment: Receives and files all building use requests; participates in weekly Operations team by presenting building requests to the team for review; and communicate room assignments and set up as approved by the team.

Information Technology: Manages an internet-based church calendar. Configures Power Point slides for announcements and forward to appropriate personnel via email.

Mail: Receives, sorts, and routes mail, and maintains and routes publications.

Administrative Support: Provides administrative support to the Church Business Administrator. Creates and prints fax cover sheets, memos, correspondence, reports, and other documents when necessary. Performs other clerical duties as needed, such as filing, laminating, photocopying, and collating. Serves as backup in the absence of the Executive Assistant.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following 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; 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 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.

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.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or 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.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to members, guests, and other employees.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of the Microsoft Office suite and the Internet.

Other Qualifications

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.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is performed in a dynamic and fast-paced Christian environment.