



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:	Church Business Administrator
PREPARED BY AND DATE:	Church Business Administrator 1/11/19	APPROVED BY AND DATE:	CBA 1/11/19

Job Purpose or Summary

The Receptionist is responsible for welcoming members and visitors at the front desk. The Receptionist is responsible for taking calls and directing callers to the appropriate staff member or department. The Receptionist works with a great deal of discretion and confidentiality when handling sensitive information. The Receptionist reports to and provides administrative assistance to the Church Business Administrator in so doing the Receptionist supports the Operations Team by receiving requests for building use and effectively managing the church calendar using electronic scheduling. The position publishes the week announcement sheet and slides reflective of the activities of the FMZ ministry. Additionally, the Receptionist works with members to schedule Sunday transportation as well as receives and processes applications for employment and benevolence. Other duties will include weekly filing, scheduling and data entry. The Receptionist fills in for the Executive Assistant during absences.

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. 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.
3. Answers questions about the church and provides callers with address, directions, and other information.
4. Responsible for populating and maintaining accuracy of church calendar. Leads weekly meeting to review upcoming building use requests and to prevent overscheduling. Notifies CBA of the need to implement "blackout" dates.
5. Prepares, print and fold church announcement sheet. Set up and print ministry posters as requested.

6. Responsible for posting approved messaging on church social media i.e. Facebook and Twitter.
7. Receives and files all building use requests; participates in weekly Operations Team meeting by presenting building requests to the team for review; and communicate room assignments and set up as approved by the team. Reconcile discrepancies with Ministry Leads and update the calendar as necessary.
8. Proficient with Microsoft Office 365. Manages a web-based church calendar. Configures Power Point slides for announcements and forwards to appropriate personnel via email. Works with Data Base software and Church management software.
9. Receives, sorts, maintains and routes mail and publications.
10. Provides administrative support to the Church Business Administrator and Financial Secretary with filing, laminating, photocopying, and posting. Serves as backup in the absence of the Executive Assistant. Willing to cross train in areas such as payroll and accounting data entry. Supports the Transportation and Benevolence Ministry with scheduling and intake.

Supervisory Responsibility

This job has no supervisory responsibilities.

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; 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 two years of work experience. Additional 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.

Supervisory Responsibility

This position has no supervisory responsibilities.

Additional Requirements

Ability to use Microsoft Office/MS 365 such as Word, Excel, PowerPoint Outlook, Share Point, One Drive, etc.

Must possess a deep and abiding faith in Jesus Christ.

Education and Experience

High School diploma or GED with two or more years of work experience.

Additional administrative work experience preferred.

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 representative of those that 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.

Bending	Pulling
Stooping	Simple grasping
Kneeling	Pushing
Sitting	Walking
Standing (not continuous)	Ability to reach above and below shoulders
Squatting	Ability to type
Climbing stairs	Ability to see
Lift files	Ability to hear
Open filing cabinets	Ability to operate office equipment