



JOB DESCRIPTION

RECEPTIONIST

TWO PERSON MODEL: TWO POSITIONS AT 20 HOURS EACH

REPORTS TO: Director of Operations

POSITION PURPOSE:

The Receptionist works with the Rector, staff, vestry, pastoral care coordinator, and other parishioners to welcome guests and parishioners and to provide a welcoming, informed source for communication and information to those who contact Church of the Holy Communion.

POSITION SUMMARY:

The Receptionist's primary responsibility is to greet those who call on the church by phone or in person with a friendly, professional and informed manner.

PRINCIPAL DUTIES, RESPONSIBILITIES & EXPECTATIONS:

- Answer phone calls and connect callers with appropriate staff members or information
- Greet visitors warmly and promptly, offering physical assistance when needed
- Handle confidential information requiring discretion for pastoral care, clergy, and staff
- Aid visitors requesting assistance and help Director of Operations process requests when needed
- Communicate needs and requests of parishioners to appropriate staff
- Aid in communication between the staff
- Update and report weekly prayer requests to appropriate staff and coordinators
- Report issues regarding building maintenance to the Director of Operations
- Assist all staff with typing, editing, and copying as needed
- Receive and verify deliveries for staff members
- Greet and assist families and guests during parish funerals
- Responsible for Altar Flowers: Manage altar flower log on the P-Drive, receive and log requests and dedications, send courtesy emails and place the weekly orders
- Turn the hallway speaker system on and off to correspond with SMES chapel and CHC services
- Input data from the church registry onto the computer parochial report
- Prepare the pew cards for the Nave
- Write handwritten responses and acknowledgments of gifts or honorariums when requested
- Take reservation information via telephone, or other electronic form, and record ticket information for parish events.
- Track and document event/class attendance and compile statistical reports on a monthly, quarterly, and yearly basis.
- Prepare utility usage calculation worksheet
- Proof work
- Assist with scheduling the Rector's and Church calendars in the absence of the Director of Operations
- Assist with scheduling the buildings door security locking/unlocking control system and HVAC heating and air conditioning control system
- Assist with bulletin preparation

CREDENTIALS, CERTIFICATION, SKILLS & ABILITIES REQUIRED:

Minimum Credentials & Certification:

- Needs to be competent using computers for general office work. Experience with Microsoft Office software preferred.

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Skills / Abilities / Expectations:

The candidate will be expected to possess the following skills or abilities:

Analytical – Collects and receives information from a variety of sources and must analyze to whom the information must pass and how to handle the information appropriately.

Communication Skills, both Oral and Written - Excellent written and oral communication skills are essential.

Customer Service Skills - Manages difficult or emotional situations and must respond to service requests from the public.

Confidentiality – Pastoral care needs and clergy requests must be handled with tact and confidentiality.

Interpersonal Skills – Must listen well to others while keeping emotions under control and will need to adapt to many different personalities.

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.

Quality Management - Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness.

Ethics - Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.

Organizational Support - Follows policies and procedures. Completes administrative tasks correctly and on time. Supports church's goals and values. Supports affirmative action and respects diversity.

Planning/Organizing - Prioritizes and plans work activities. Uses time efficiently.

Professionalism - Approaches others in a tactful manner and must accept responsibility for own actions.

Safety and Security - Observes safety and security procedures. Reports potentially unsafe condition. Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment. Able to deal with frequent change, delays, or unexpected events.

Initiative - Volunteers readily. Undertakes self-development activities.

Reasoning Ability – 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.

Language Skills - ability to:

- read and comprehend simple to more complex instructions, correspondence, and memos
- write simple correspondence
- effectively present information in one-on-one and small group situations with staff as needed

Mathematical Skills - ability to:

- add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Computer Skills – Strong Word Processing skills, knowledge of Excel spreadsheets, online calendar scheduling.

Dress Code – tidy dresses, skirts, slacks, blouses, button-down shirts. May add a blazer and tie if you choose.

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Physical Requirements:

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 speak, hear, sit, stand, or use arms and hands to open doors or assist others entering the building. The employee is occasionally required to walk up stairs.

Work Environment:

The work environment represents 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 noise level in the work environment varies greatly.