



Job Description

Job Title: Lead Receptionist	Revision Date: October, 2018
Department: Operations	Job Classification: Non-Exempt

Position Overview: The Receptionist is a vital link between the congregation, staff and guests. This person serves as a gateway for all weekday activity and is usually the one most responsible for creating a positive and inviting impression of the church and its ministry. Additionally, the Receptionist represents an important administrative resource for the staff.

PRIMARY DUTIES AND RESPONSIBILITIES

Administrative (30%)

- Create an inviting and gracious atmosphere for visitors to the office
- Greet visitors and attempt to meet needs or connect with appropriate Pastor, Director or support person
- Answer phone, attempt to answer questions before transferring to appropriate staff member
- Maintain the lunch relief calendar and coordinate Ministry Assistant's rotation.
- Keep the Receptionist Resource Manual up to-date
- Maintain staff mail slots with current staff
- Keep main phone greeting updated
- Handle mail and keep mailroom stocked and postage meter maintained. Assist staff with mailings. Take delivery of packages and notify recipients
- Manage the Neopost machine and online account
- Assist support staff with any project needs
- Stock paper for fax machine
- Post up-to-date schedule of Northshore events at reception desk
- Keep reception desk tidy by finding a place for items left at the desk
- Train reception new-hires and volunteers
- Send out Welcome Boxes to local first-time attendees; add them to "Welcome Box" people list and add attribute "Welcome Box Sent" to each recipient's record in F1. Keep track of inventory of supplies needed and assemble and advise Office Manager of supplies needed
- Assemble staff birthday bags and advise Office Manager of supplies needed
- Register attendees/members for events over the phone or in person as needed
- Update and inventory all first aid kits in the church on a regular basis
- Periodically clean up the community cabinet

Data Entry (50%)

- Assist with Connection Card processing in F1 by entering Families of the Week, as well as producing Visitor and Prayer Request reports
- Send email or letter to those with prayer requests and Families of the Week
- Enter Welcome Team and Children's volunteer attendance
- Enter Sunday School Parents attendance
- Enter Midweek Giving Activity attendance

- Run duplicate finder in F1 on records as time permits
- Other tasks in F1 as requested: other attendance, add attributes, create or add to people list.

Compassion Ministry Assistance (20%)

- Prescreen potential applicants (walk-in or over the phone)
- Let Congregational Care Pastor or Ministry Assistant know name of person applying while they're here, if possible
- Make copies of driver's license and any bills
- Help applicants to complete form as necessary; check over form and make sure important info is not missing
- Answer basic questions about the Compassion Fund application process
- Give out Safeway gift cards for groceries or gas as appropriate – check "alert list" before doing so. Refuse help to anyone on the Alert list.
- As requested by Congregational Care Pastor, call applicants to let them know what checks are being mailed out from Finance Department, the amount and when.
- Give out information on additional help as needed for housing, meals, etc.

REQUIREMENTS

- High School Graduate
- Excellent communication skills.
- Good computer skills. Basic knowledge of Microsoft programs
- Ability to work with several people at one time
- Adaptability
- Desire to go the extra mile to help others
- Upbeat and friendly personality
- Must be a member of Northshore or pursue membership

REPORTING RELATIONSHIPS

- ***Immediate Supervisor:*** Office Manager
- ***Supervises (Staff):*** None
- ***Supports:*** Pastors, Directors, staff, body of Northshore
- ***Partners with:*** Partner Receptionist

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as directed to meet the ongoing needs of the church.