

JOB DESCRIPTION

TITLE: Receptionist
CATEGORY: Part-Time
DEPARTMENT: Office
REPORTS TO: Kathy Spencer
DATE: January 31, 2019

JOB SUMMARY

The Receptionist position is a vital link between our church ministry and the congregation. 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 and works at the virtual nerve center of our organization where the first level of general information about our church, its ministries, staff and other useful resources is disseminated.

ESSENTIAL FUNCTIONS

Phone Calls and Walk-ins

- Greet and welcome Visitors, Volunteers, and Staff. Use security button system to allow people to pass through the receptionist area into the office and church building
- Help people sign in, get a nametag, and direct them to their location
- Evaluate quickly what information, resources, or services people need
- Keep all church related information close by for quick access & keep it updated
- Distribute materials & resources (brochures and booklets) for walk-ins, as needed
- Answer calls by the third ring and heavily screen all callers and determine who would have the answer before transferring to Staff
- Answer informational questions about our church for callers & walk-ins
- Check voicemails in the general mailbox and respond or forward to the appropriate staff person.
- Process Lost & Found calls & make callbacks. Notifies Security Manager if needed
- Call Staff for food deliveries and add the tip
- Train new Admins on the switchboard
- Keep Phone Manual instructions updated and make copies for Admins
- Pray with callers and walk-ins with prayer requests (who do not attend Victory)
- Pray over prayer requests, hospital stays, and funeral notices that are emailed
- Respond to callers & walk-ins requesting Benevolence and explain the process
- Keep extra Benevolence packets for each county and hand/mail out as needed
 - Assist with filling out the Benevolence application as needed
 - Transfer return Benevolence calls to Care Ministry
 - Give out gas cards & Goodwill cards using discernment (watch out for scammers)

Shipping and Mail

- Gather mail twice a day Mon-Fri and put in outside mailbox
- Collects mail from the outdoor mailbox and gives to Office Admins to distribute
- Handles USPS Hold Mail Services when office is closed for a minimum of 3 days
- Sort and organize shipping that is received daily
- Train staff & volunteers on shipping instructions, as needed

Emails

- Check Out of Office Calendar for who's out and any verbal communication. Write info on employee sign-in sheets. Send an email to staff of who's out. If Staff member is not entered in Out of Office Calendar, enter it
- Process Wufoo contact emails by responding to questions or forwarding it to Staff
- Email Professional Christian Counselor List to callers & Wufoo contacts

Tracking, Signs & Labels

- Create Excel log sheets for various areas
- Manage the visitor and employee sign-in sheets
- Keep track of who's out, birthdays, anniversaries & write it on employee sign-in sheet
- Create signs for office closings or signs as requested, and laminate, as needed
- Take attendance for Staff Teaching & Prayer when assigned Admin is at switchboard
- Create schedules for Phone Coverage for Staff Teaching & Staff Prayer
- Fill out the Team Communication Report monthly & give a copy to Supervisor
- Keep birthday & anniversary sheets updated with new employee information

Data Entry

- Process Ministry Platform changes to addresses, phone numbers, or email addresses
- Delete addresses in MP when mail is returned with no forwarding address
- Enter Healing Room Cards, Weekly Phone Team Reports, & Extended Care Team Forms
- Fix "No Genders" in Ministry Platform when gender is missing
- Fix Duplicate Names in Ministry Platform

Miscellaneous

- Unlock office entrance at 8:30 a.m. & lock up at 4:30 p.m. Mon-Fri
- Order Dream Team Volunteer lunches, adding tip, and calling person when delivered
- Find churches in other states for Congregation Members who move
- Order toner for receptionist's printer and fill out supply order forms
- Keep Receptionist area organized & dusted
- Replenish brochures, cards & mints in the reception area as needed
- Keep folders of jobs and housing information for callers needing assistance

- Keep a menu folder for food orders
- Perform other duties as assigned

Education & Experience Required

- High school graduate
- At least two years of experience in relevant administrative work
- Word, Excel, and Outlook
- Successfully pass a background check

Benefits to Full-Time Employee

- Positive Working Environment
- Health care, Dental, Life Insurance, Vision & Disability Insurance (for individual only)
- Paid time off
- Church bookstore discount
- Café discounts
- Free Monday Night Bible School tuition

Ministry Requirements

- Must be a member of Victory Family Church.
- Must have a heart and passion for the vision of Pastor John and Michelle.
- Must be a tither to Victory Family Church according to Malachi 3:10.
- Must live a Spirit-filled life.
- Must lead or serve with humility, care, and connection.
- Must have a consistent and ongoing devotional life evidenced by tangible fruit as a product of your relationship with God.
- Must lead a moral lifestyle consistent with biblical principles.

Time Requirements

- 20 - 32 hours / week
- ½ hour lunch (unpaid)

Victory Family Church reserves the right to change, rescind, add, or delete the duties and responsibilities within this job description at any time.