

**JOB TITLE:** Reception Coordinator  
**DEPARTMENT:** Operations  
**REPORT TO:** Executive Assistant to the ELT  
**DATE REVISED:** November 15, 2017  
**CLASSIFICATION:** Full-time (32 hours per week)

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## **JOB STATEMENT/PURPOSE:**

Provide hospitable, and professional environment as first point-of-contact and information for all visitors and callers. Help staff win by managing general office functions and acting as an information resource for them, assisting with tasks as needed.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- ❖ Recruit, lead and train a staff and volunteer team that joyfully, competently, and professionally greets all visitors and callers during business hours. To include providing information about ChangePoint such as location, service times, activities, events and other information as requested.
- ❖ Manage general office functions to include inventorying and purchasing of supplies, troubleshooting of copy room equipment, filling the copiers daily with paper and cleaning the touchable surfaces, distribution of incoming mail and posting of outgoing mail, maintaining a neat and orderly copy room, etc.
- ❖ Manage the staff kitchen by organizing and purchasing supplies, including enlisting staff to participate.
- ❖ Maintain some staff celebrations such as monthly birthdays.
- ❖ Act as an information resource to the entire staff team (to include events, meetings, building use and other issues) and provide administrative support as requested and your schedule allows.
- ❖ Operate telephone switchboard to answer, screen and forward calls. Work with Human Resources and Network Support to ensure that phone system is operating well. To include ensuring the messages are updated as appropriate around holidays and special events, auditing the phone system from time to time to ensure good messaging and ease of callers to navigate.
- ❖ Coordinate schedule of staff and volunteers to provide Front Desk coverage at all times.
- ❖ Assure that the reception area is maintained in neat and orderly condition at all times.
- ❖ Recruit, train, encourage, support and resource volunteers well.
- ❖ Prepare, regularly update, and have available a procedures manual for all tasks related to office management.
- ❖ Continuously look for ways to improve operations, and develop improvement plans based on efficiency, feedback from staff, volunteers, and customers.

## **JOB SPECIFICATIONS:**

- ❖ Strong and growing faith in Jesus Christ, a heart set on following Him, and a track record of upward personal trajectory.
- ❖ Must have 2 – 3 years of experience as receptionist. Multi-line phone system experience preferred.
- ❖ Have a friendly demeanor, personable, organized, energetic, self-starter and dress in professional attire.
- ❖ Experience with many duties related to managing an office preferred.
- ❖ Service oriented – enjoys helping others. Views the position as a servant’s position that is vital to the church body. Clearly sees the eternal value of the position.
- ❖ Ability to lead and work with volunteers on a regular basis.
- ❖ Ability to listen well, understand others and respond accordingly.
- ❖ Ability to speak clearly so others understand you.
- ❖ Experience with Microsoft Word and Outlook required.

## **OTHER RESPONSIBILITIES:**

- ❖ This job description reflects general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, to equalize peak work periods, or otherwise balance the workload.