

Church Receptionist, General-Sample 1

Mission For The Position:

- To greet and assist callers, visitors and members who 'enter' the church office so they feel acknowledged, welcomed, and helped.
- To produce weekly bulletins, newsletters, sermon copies and other occasional communications so that the congregation, newcomers and staff are informed of church activities and worship is enabled.
- To tend to the use and care of office machines so that the aforementioned production happens smoothly.
- To coordinate and keep the "official" church calendar for all events and meetings.

General Description Of The Position:

- A full time professional member of the Pastoral/Program/Administrative Staff.
- Employed and discharged by the Staff Parish Relations Committee after consultation with the Pastor/Chief of Staff, guided by the church's current Personnel Policy.
- Annual staff review is conducted the Staff Parish Relations Committee, or their designee.
- Directly responsible to the Church Business Administrator.
- Financial compensation is salaried and based on a typical workweek of 40 hours (Sunday mornings plus weekday), which includes attendance at staff meeting.
- Vacation time is flexible and coordinated with the Church Administrator.

Basic Qualifications For Position:

- A personal maturity and Christian commitment to ministry that offer trustworthy, caring relationships, the sharing of one's God-given gifts, talents and abilities, and integrity of word and action.
- Leadership qualities in administration, including the ability to direct and work harmoniously and creatively with all levels of church staff and lay volunteers.
- Ability to learn our office procedures and equipment.

Responsibilities would include but not be limited to the following as we all nevertheless recognize that all staff are to be available to help where needed for the cause of Christ and the advancement of His Church. A servant attitude is part of all staff performance plans:

Front Desk

1. Answer 4 incoming phone lines: transfer and direct callers to other staff members; answer questions from congregation, outside callers; assist callers; refer calls to Grace Garden and WomenCare.

2. Record after-hours phone messages indicating office hours and any notifications of special closings or holiday schedules.
3. Greet visitors to office: refer homeless/needy people dropping by the office to WomenCare, 211, help find resources; direct congregation members to staff, answer questions, receive checks and put in the safe. Assist congregation with using copiers, fax, folding machine.
4. Security: Monitor front door camera; answer intercom system for back door.
5. Receive and distribute incoming mail and packages from USPS, UPS, FedEx, DHL.

Publishing

6. Make sermon copies (35), Home Touch devotional copies, labels, fold and put in envelopes to mail to homebound each Monday or Tuesday.
7. Make 15 copies of Sunday's sermon in a different color each week to put on info table.
8. Get from Senior Pastor or Associate the hymns, scripture, sermon title for Sunday and type into bulletin form. Get music selections from the music staff and type into form.
9. Proof newsletter on Tuesday for Admin Support.
10. Print and fold 400 bulletins and 400 newsletters each week for Sunday service and 100 for Thursday night service. Print any inserts needed weekly. Type, print and fold if necessary any bulletins for special services such as funerals, Lenten or Advent services.
11. Print and fold 235 newsletters for weekly bulk mailing. Fill out paperwork, arrange for volunteer to go to bulk unit at post office.
12. Print and fold 210 newsletters monthly for Montopolis Friendship Center.
13. Print and copy packets for staff meeting: agenda, attendance and visitor info.
14. Print donor and family cards for memorials. Buy envelopes and stamps for cards.
15. Put quarterly memorial article in newsletter listing names of donor and person memorialized.
16. Make sign-up sheets/registration forms for older adult trips, classes, book groups, church-wide lunches. Notify Motley Crew of reservations for lunches.
17. Mail reminder cards or email, Finance, Trustees for monthly meetings; email church council and PPR re meetings when asked.
18. Edit and print "Welcome to Saint John's" brochure, put on info table.
19. Fold and mail monthly/quarterly records of contribution to congregation.

Care of office machines

20. Be responsible for use, calling service, ordering supplies for three copiers, folding machine, and postage machine.
21. Put postage on meter by electronic transfer.
22. Add toner and paper to three copiers, clear copier jams.

Office volunteer coordinator

23. Contact and work with volunteers for seasonal church-wide mailings, weekly newsletter stuffing and mailing, bulletin stuffing, answering phones in the office when on Personal Time Out of Office (vacation, lunch) or at staff meetings,.
24. Coordinate Monday morning volunteers to pull attendance forms and straighten sanctuary.
25. Arrange for bulk mailings to be taken to Bulk Mail Unit at Post Office or take them myself if volunteers aren't available.
26. Contact the volunteer responsible for members' names supplying chancel flowers each week and wording for the bulletin. Order a flower calendar for her each year.
27. Work with Advent and Lent volunteers to order poinsettias and lilies, arrange for sales, receive delivery and help set up flowers.

Staff interaction

28. Inform Facilities Manager of any setup or maintenance issues.
29. Assist staff with copy machines, fax, and postage meter.
30. Coordinate monthly staff birthday lunches.
31. Send sympathy and birth congratulations notes for Senior Pastor. Address envelopes for Senior Pastor and Church Business Administrator.
32. Keep track of church staff and their keys, cell phones, papers, etc.
33. Let Families with Young Children Director know when new baby rosebud needs to go on the altar.
34. Keep track of master calendar, schedule all meetings, classes, special events, weekly/monthly groups from outside as well as staff and members. Keep track of when staff members will be out of the office, distribute monthly calendars to staff.
35. Order office supplies, paper for copiers; order books, some curriculum for various classes.
36. Send out orders for letterhead, printed envelopes, other printing that can't be done in-house.

Miscellaneous

37. Serve as Staff liaison for family camp. Work with family camp directors to fill out required forms for H.E.B. Foundation, put articles in newsletter, schedule Discipleship Witness talks.
38. Maintain Lost and Found: periodically put list in newsletter, clean out box when needed.
39. Maintain first aid kit by front desk.
40. Empty money from Coke machine and fill with sodas weekly.
41. Maintain New Member board, mount pictures and caption on colored paper, put on board in gallery entrance. Get pictures and captions from Radical Hospitality. Pictures stay up for one year. Each month, take down those from a year ago and move the pictures over to make room for new ones.
42. Notary Public for staff and congregation.