

## Timberline Church **Job Description**

**Job Title:** Front Desk Receptionist  
**Reports To:** Office Manager  
**Direct Reports:** N/A  
**Effective Date:** April 2019

### **Summary**

The Front Desk Receptionist is the public face of Timberline Church and will create a warm and inviting atmosphere for visitors and Timberline attendees/volunteers who call or come to the church office and have a willingness to assist other church staff.

### **Qualifications, Duties and Responsibilities**

*The following list of qualifications, duties and responsibilities is intended to serve as a guide to what is expected of the Front Desk Receptionist.*

#### **General duties:**

- Follow Timberline systems and protocol for professional and healthy office practices
- Collaborate with multiple ministries and departments
- Take informed initiative through appropriate communication
- Maintain professional behavior in a fluid environment
- Arrive promptly for shift
- Maintain professional appearance and demeanor at all times
- Answer the phone and direct calls to the appropriate people
- Receive and direct visitors, members, and the community who come to the Church Offices
- Respond to several voicemail mailboxes
- Maintain office supplies and orderly countertops
- Collaborate with the Hospital Visitation Team List
- Order flowers by request
- Distribute several documents to Teaching Team
- Respond and distribute e-mails appropriately
- Prepare, deliver, and sort mail daily
- Follow Prayer Requests, Hospital Visitation, and Bulletin protocol
- Supply and maintain the postage machine with paper, toner, postage, etc.
- Process Communication Card prayer requests, comments, and information input
- Transfer Church Office documents, department processes, and notifications to Guest Services
- Disinfect counters, chairs, toys, door handles, phones etc. in reception area at the end of day; close office door
- Post and update Community Connection and Fact Sheet Walls
- Direct prayer and spiritual counseling needs to Pastor on Call
- Refer requests for financial care to the Serve 6.8 Resource Center

- Other duties as assigned

**Meetings to attend:**

- Weekly Chapel (morning shift)
- Monthly Office Administrative Team (OAT) meeting (3<sup>rd</sup> Thursday)
- Quarterly Team Building activities

**Skills and Experience**

- Intermediate skills in Microsoft Office Suite are required
- Solid database experience is required, Community Church Builder (CCB) experience is preferred
- Strong PC skills and experience in a network environment are required
- Multi-phone line experience is preferred
- Exceptional verbal communication skills and the ability to deal with difficult situations in an appropriate and effective manner are required
- Proven ability to function and thrive in a fast-paced, high volume, quick turnaround environment
- Must be proactive and detail oriented, and able to multi-task
- Integral with confidential and sensitive information

This is a regular part time position. Fill in hours may apply when additional coverage is needed.

Afternoon receptionist covers Monday – Thursday 1:00-5:00 (16 hours).