

ELMBROOK CHURCH

Position Description

Receptionist

Job Summary:

The Receptionist role requires an understanding of, and excitement for, establishing a welcoming first impression for guests visiting and calling the office. The role is a central hub of communication both internally and externally and therefore requires ability to work with a variety of personalities and requests in a timely, diplomatic, and professional manner.

Qualifications & Requirements:

- Vibrant and growing relationship with Jesus Christ
- Elmbrook member or participant
- Personable personality with qualities of diplomacy and discernment
- Understanding of, and excitement for, establishing first impressions and being the “face of Elmbrook”
- Conscientious, efficient, detail-oriented and dependable
- Work well with limited supervision
- Experience dealing with a variety of personalities
- Ability to multitask and anticipate needs
- Flexibility
- Professionalism
- Proficient computer skills
- Recommended Software Knowledge:
 - Windows operating system
 - Microsoft office: Word, Excel, Power Point
 - Page layout software (Publisher, InDesign, Photoshop, Illustrator, Etc.)
 - Outlook
 - Internet Explorer or Mozilla Firefox
 - Previous database experience helpful.

General Responsibilities:

- Answer a 10-line switchboard
- Greet and assist visitors
- Keep informed about Elmbrook ministries, events and staff schedules
- Act as an information hub for staff members and outside persons looking for ministry details/information.
- Sort mail and distribute.
- Sort and distribute weekend Information Center pouches (on Mondays)
- Assist in updating Daytime Staff/Pastor On-Call monthly rotation scheduling
- Assist in Weeknight & Weekend Pastor On-Call monthly rotation scheduling
- Record/update after hours message (minimum weekly, other times as needed)
- Assist in general ministry administrative and project support as requested and as time allows.
- Have working knowledge of office machines, monitor FAX machine
- Order and organize reception office supplies; replenish supplies as needed
- Clean up staff kitchen (each evening)

- Monitor radios; charge each evening
- Assist in receiving registrations/payments as needed.
- Have familiarity in finding and viewing ACS database information.
- Assist with church-wide endeavors as requested (Annual Congregational Meeting, Serve Saturdays, Bethlehem Marketplace etc.)

Employment Information:

Part Time Non-Exempt Position

10 - 15 Hours per Week

Shared reception responsibility between three part time positions

Flexible scheduling, general availability needed Tuesday – Thursday mornings (8:45am – 12:45pm).

Benefits:

Paid Time Off (PTO) – Part time employees are eligible to earn PTO. PTO is accrued on a calendar year basis. Refer to the Employee Handbook for specific details.

403(b) – Employees are eligible to participate in the 403(b) pension plan if they are scheduled to work 20 or more hours per week. Entry dates for the 403(b) plan are January 1st and July 1st. On an employee's first anniversary, Elmbrook will match up to 5%.

Holidays - Part time employees are eligible for holiday pay when the holiday occurs on a regular scheduled work day and are paid for the hours scheduled for that particular day.

Reports to:

Director Employee Care – Julie Stromberger

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