

NORTH HEIGHTS

Position Description for **Receptionist**

North Heights Vision: **Find Faith. Discover Purpose. Live Eternal Significance.**

Led by the Holy Spirit, North Heights engages all people to find faith in Jesus, discover their God-given purpose and equip them to lead lives of eternal significance.

We are looking for staff to join us in this vision.

Title: Receptionist

Reports to: Administrative Assistant – Pastoral Staff

Employment Status: Non-exempt - Hourly

Summary of Position: Be a welcoming and gracious first face and voice of North Heights; serves visitors by greeting, welcoming and directing them appropriately; supports Care Ministry; helps to gather appropriate information to connect callers/visitor/members with appropriate North Heights personnel and resources.

Minimum Qualifications: Experience with contemporary phone systems, computer literate. Ability to listen, communicate clearly, and maintain pleasantness and professionalism while helping in a variety of situations.

Duties/Areas of Responsibility:

- Adhere to staff core values
- Adhere to the Constitution and Bylaws of North Heights
- Answers phone, responsible for tending main voice mail box, including mainline-outgoing messages and special worship time greeting line
- Assures front desk hospitality, organization and positive atmosphere
- Oversees Arden Hills mail room, postage meter and related equipment
- Oversees Door B seating area, including bulletin board
- Sends correspondence as requested
- Documents current reception procedures and information
- Trains and supervises volunteers at reception desk
- Attend staff meetings as required
- Establish and manage measurable quarterly goals that are in alignment with our vision
- Performs other duties as assigned that further the vision of North Heights

4 Imperatives

- North Heights family and visitors feel welcomed
- Callers are tended with efficiency and well directed
- Staff experience hospitality and integrity at front desk
- Care Ministry is supported

Knowledge, Skills & Abilities Required:

- Belief that Jesus is the one and only Son of God and the only name that can save a human being. Be filled with the Holy Spirit and demonstrate the use of spiritual gifts.
- A good grasp of the Bible and a belief that the Bible is the inspired Word of God
- Strong Phone skills
- Knowledgeable in computer and email use
- Ability to multi-task effectively
- Proficient in MS Word, Excel
- Organized record-keeping and other work habits
- Strong inter-personal skills
- Ability to effectively communicate verbally and in writing, in English