



Receptionist Job Description

Qualifications for employment at Fellowship Bible Church include having made a life commitment to Jesus Christ and having a work history and a lifestyle that are consistent with biblical principles. Must be an existing member or willing to become one.

Job Title: Receptionist
Department: Administration

FLSA Status: Non-Exempt
Reports to: Barbara Duffin
REGULAR HOURS PER WEEK: 32 OR 16 HOURS

Typical work schedule: Monday-Thursday 8:30 AM-4:30 PM (32 HRS/Week) or 8:30 AM-12:30 PM / 12:30 PM-4:30 PM) 16 HRS/Week)

Position Summary:

Serves as the initial point of contact for attendees, visitors, seekers, vendors, the local community, and international callers to Fellowship Bible Church. To represent the Lord while ministering to and assisting the staff and those previously mentioned. Of primary importance is the knowledge that we are called by God to do this work and that we should make every effort to project our spiritual relationship to Jesus Christ to those with whom contact is made in every given situation.

Essential Skills & Experience:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Must have the ability to speak to others and convey information effectively.
- Must have the proven ability to use time effectively and efficiently and perform multiple tasks.
- Must be organized and actively look for ways to help people.
- Must have the ability to be an active listener; giving full attention to what other people are saying, taking time to understand them.
- Must have ability to handle confrontational or uncomfortable situations with professionalism and courtesy.
- Proven track record of working well in a team environment.
- Strong written and verbal communication skills.

Responsibilities:

- Answer phones and direct calls to the proper party; greet visitors and act on requests made, provide addresses, phone numbers, general information regarding church activities, or directions to the church; assist staff with any needs, and administrative duties.
- Maintain copy room supplies such as toner, copy paper.
- Receive and distribute information from members regarding illness, injury, or death in families; follow-up on more serious cases; notifying staff, elders, Stephen Ministry Director, as needed. Keep supply of greeting cards and order flowers/plants when needed.
- Maintain staff contact, birthday and anniversary list.
- Send e-mails/SLACK messages to staff and/or elders, with special prayer requests involving staff or church attenders.
- Maintain break room with necessary supplies (coffee, etc.) and reorganize cupboards weekly from usage of stored supplies and clean weekly or as needed.
- Distribute daily mail when received (UPS or other deliveries).
- Distribute and mail checks on Wednesdays.
- Maintain and clean common office space, including submitting appropriate SLACK request for FIT Staff.

Education and Experience

- High school diploma or equivalent.
- Some college or technical coursework preferred.
- Minimum of two (2) years job-related office experience or equivalent.
- Proficient using Microsoft Office Suite and Internet are required.

Markers of an Ideal Candidate:

- Transparency, confidentiality, and professionalism.
- Team-oriented mindset with strong interpersonal skills.
- Self-motivated and takes initiative.
- Commitment to Fellowship's mission and core staff values.