

Receptionist

Overview: Cultivates a hospitable environment for congregants, callers, and guests by providing superior customer service. Provides administrative support to a variety of ministries as necessary.

Values

- We live the Bel Air Church mission, vision, and values.
- We focus our time, talents, and energy on advancing the strategic goals and priorities of Bel Air Church.
- We are highly collaborative, motivated, and team focused in a fast paced environment.
- We emphasize team, multiply our impact within the community, and are self-starters.
- We strive to work well in a learning, dynamic, and constantly changing environment.
- We seek to identify and work toward solving issues directly.

Measurables

- Service orientation
 - Judgement and problem solving
 - Attendance, reliability, productivity, and quality of work
 - Ability to build effective teams and healthy working relationships
 - Leadership and mentorship
 - Interpersonal communication
 - Stewardship of Bel Air Church vision and resources
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Accountability and Relationships

- **Reports to:** Human Resources Director
 - **Supervises:** This position has no direct reports
 - **Relates closely with:** HR Director, Facilities Director, all employees, congregants, and campus visitors
 - **Key team and meeting participation:** All-Staff meetings
 - **Evaluation:** Performance evaluations will be conducted at least annually by the HR Director; as with all job descriptions, details may be adjusted as deemed necessary through the evaluation process
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Essential Responsibilities and Duties

- Cultivates a hospitable environment for anyone visiting or contacting the church.
- Maintains up-to-date knowledge of various programs, events, and activity in the life of the church.
- Greets callers, responding to their needs directly or by referring them to the appropriate person.
- Greets and announces guests.
- Follows up on calls to the answering service and emails to info@belairpres.org.
- Maintains On-Call Care schedule and connects people with an On-Call Care provider as necessary.
- Operates multi-line phone system and maintains all outgoing voice messages.
- Maintains safe, clean, and welcoming reception area.

- Maintains accurate and updated Reception Desk manual, including phone directory, schedules, and procedures.
- Supports campus operations and security by reporting known issues, concerns, or hazards.
- Maintains lost-and-found items.
- Processes all incoming and outgoing mail and/or shipments via USPS, FedEx, and UPS, and maintains postage and shipping supplies.
- Prepares monthly postage reports.
- Maintains staff mailboxes.
- Coordinates “Get Connected” cards weekly, submitting prayer requests through Rock workflow, and sorting and distributing cards to the appropriate departments.
- Provides weekly ServiceU Calendar and security schedule to pastors.
- Maintains an awareness of staff schedules.
- Maintains staff birthday list and announcements.
- May provide backup for Sunday receptionist, as necessary.
- Provides administrative assistance to other departments as requested and approved by supervisor.
- Takes initiative to improve processes, the front office environment, and visitors’ experiences.
- Contributes to team effort by accomplishing related results as needed.

Position Requirements

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

- **Education and/or Experience:** High School Diploma required; 2-4 years related experience required; experience with the PC(USA) is preferred, but not required.
- **Computer Skills:** Demonstrates strong computer literacy, with emphasis on Microsoft Office applications (Outlook, Word, and Excel), and the ability to learn new computer skills/software as necessary to the position. Ability to operate standard office equipment, including copiers, fax machines, and similar.
- **Certifications/Licenses/Registrations:** None required for this position.
- **Language Skills:** Ability to read, write, and comprehend complex instructions and correspondence in English. Ability to effectively communicate complex concepts in a clear and fluid manner in one-on-one and group situations.
- **Mathematical Skills:** Ability to understand and calculate numbers to the extent required by the position.
- **Reasoning Ability:** Ability to understand and carry out detailed instructions. Ability to creatively and efficiently handle problems involving complex variables in varying situations, using sound judgement.
- **Other Qualifications:**
 - As a religious organization, all employees must affirm Bel Air Church’s Statement of Faith, based upon their sincerely held religious beliefs, and demonstrated by a growing relationship with Jesus Christ. This is an essential commitment to contribute toward BAC’s mission, goals, and purpose.
 - Hospitable demeanor
 - Ability to handle sensitive information and situations professionally
 - Ability to maintain confidentiality wherever appropriate
 - Strong attention to detail
 - Strong problem solving skills with ability to recognize and address issues
 - Self-sufficiency and ability to solve problems
 - Ability to foster productive working relationships at all levels of the organization
 - Spirit of flexibility and willingness to accept and lead through change

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle, or feel. The employee is occasionally required to stand and walk, bend, and lift and carry up to 25 lbs. This employee will routinely be required to use standard office equipment, such as computers, telephones, photocopiers, fax machines, scanners, and filing cabinets.

This job operates primarily in an office setting. The position will interact regularly with others in offices, classrooms, meeting spaces, and outdoor areas of the church campus, as well as at off-campus sites, including while traveling to and from those sites.
