

JOB DESCRIPTION

Title: Front Desk Receptionist and Coordinator

Incumbents: Vacant

Function: Building Support

Reports to: COO/CFO as well as the Day School's Office Administrator and Director of Communications

General Description:

This person, as Receptionist for the entire building - including the Church and School - creates the important "first impression" for all visitors to our intermittently busy lobby. In between the busy times, such as morning school arrivals or scheduled meetings, there are periods of 15-60 minutes or longer when there are few or no calls or visitors. These intervals are used to fulfill the Major Job Duties further outlined below.

Major Job Duties:

- Manage the front desk, including receiving visitors, packages, mail:
 - Creates a warm, welcoming atmosphere in the garden room. Actively engages with visitors and the community throughout the day; including those that enter the building regularly (families, staff, church members) in a friendly way.
 - Effectively assists visitors and telephone callers in professional, friendly manner.
 - Ensures visitors sign in and wear name tags, including welcoming families touring the school.
 - Directs vendors to appropriate staff.
 - Accepts package deliveries and handles pick-ups from carriers such as UPS and Federal Express. Contact staff regarding deliveries.
 - Sorts and distributes all mail/special mail received for church and school. Updates mailing addresses in ACS for returned mail.
 - Responsible for reviewing church and school calendar on a daily basis to accurately assist members, staff, faculty, families and other customers. Create signage to direct visitors to meeting locations.
 - Coordinates with security and plant services staff to ensure reception area is covered at all times.
- Provide administrative support to the church and school, including:
 - Assists in processing of all general mailings and bulletins for church.
 - Responsible for maintaining the staff directory and updating the phone system for new or departed staff.
 - Orders food for school events/meetings in coordination with the Day School Office Administrator and Director of Communications.
 - Maintains weekly Sunday and Wednesday church electronic attendance records and prayer lists and submits to Coordinator for Church Ministries and Mission.
- Supports building operations:
 - Helps all teachers/staff communicate with sextons/facilities staff regarding matters needing immediate attention (radio for clean-ups, supplies needed,

playground set up, especially during the busy school day, special events at the church and Sunday morning)

- Maintain Sign-In Log for Sexton Staff, tracks permits, and assists in management of key system.
- Provides data entry assistance and prepares sexton overtime spreadsheet for payroll, maintains maintenance contract spreadsheet, prepares other excel spreadsheets and reports as directed. Prepares security cards as required.
- Obtains and records reservations for church functions in EMS system as requested. Prints calendars for church and plant services staff meetings.
- Provides administrative support to building operations as available and needed.

Work Schedule:

Sunday 8:00am – 3:30pm with ½ hour for lunch and Monday through Thursday 7:30am to 3:30pm with an hour for lunch. Overtime is expected when needed Sunday through Thursday dependent upon the schedule. Vacation time to be scheduled in coordination with church and school calendars and must be pre-approved.

Skills Required:

Ability to greet individuals pleasantly and obtain clear messages is essential. Critical to provide excellent first impression especially when interacting with members and guests. Requires ability to handle multiple tasks and to pivot quickly. Efficiency, professionalism, promptness, and good telephone presentation is required. Must have good Microsoft office skills and be proficient in word and excel. Previous reception experience preferred.

8/28/2019

Employee _____ Supervisor _____