



JOB DESCRIPTION

Position: **Receptionist (Part Time)**
Reports to: **Human Resources Director**
Position Status: **Part-Time, Non-Exempt**

Department : **Human Resources**
Effective: **October 2009**
Replaces: **All Previous**
Position Number: **RC-27-09**
Posting Date: **October 22, 2009**
1st Closing Date: **October 29, 2009**

Position Summary: The Receptionist provides initial contact for incoming guests and phone calls, portraying a professional and Christ-like image through in-person and phone interaction. Reports directly to the Human Resources Director.

Job Responsibilities and Duties:

1. Promptly answers incoming phone calls, greets and screens visitors in a professional and pleasant manner that demonstrates a sincere interest in the individual; may be located in the Rock Church lobby or 3rd floor offices depending on the day and the need.
2. Creates a welcoming, warm and friendly environment that allows visitors to feel attended to and valued.
3. Communicates clearly through in-person and phone interaction while determining whether visitors should be given access to specific individuals.
4. Answers inquiries from the general public by utilizing all available resources and provides timely follow up as necessary.
5. Manages and trains Receptionist volunteers while maintaining positive relationships to ensure retention.
6. Assists in the planning, organization and logistics of employee events and functions; including, but not limited to, staff appreciation breakfasts, lunches and special events, staff meetings (when needed), staff trainings and New Hire Orientation.
7. Prints conference room calendars daily.
8. Picks up, sorts and distributes incoming mail.
9. Orders office supplies and maintains upkeep of the kitchen and office supply room.
10. Reports any equipment malfunctions to the proper maintenance company or completes an internal tech request.
11. Performs various clerical duties including faxing, mailing, data entry, etc.
12. Researches, prices, and purchases office and kitchen supplies.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Human Resources Director.

Job Skills and Requirements:

1. Pleasant personality and appearance, proven ability to interact in a positive manner using a high degree of tact, diplomacy, discretion, flexibility and courtesy in gesture and speech.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remain flexible amidst changing circumstances, situations and (at times) schedule.
4. Strong organizational skills and attention to detail and accuracy, including excellence in oral and written communications to verbalize issues clearly and concisely. Ability to negotiate with external vendors. Legible writing skills.
5. Self-motivated and flexible with demonstrated ability to work independently, think creatively, manage multiple tasks and use time effectively.
6. Proficient in MS Windows operating system.
7. Basic typing skills (30 wpm).
8. Experience in conflict resolution, ability to think clearly under pressure.
9. Ability to provide sound, Biblical counsel while recognizing and maintaining confidentiality as appropriate.
10. Ability to work independently or in a team-oriented environment.

Expectations of Staff:

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Governance system.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

Physical Requirements

Ability to function independently and ability to speak. Physically able to lift up to 25 lbs (with or without assistance). This position also may require long periods of standing up and walking.