

Front Desk Receptionist

Job Description

The Crossing, A Christian Church exists for people to discover Jesus and the Journey. That journey often begins with a phone call or a visit to our church office. Like most professional offices, this is a place where business is conducted and tasks are completed. But it is also a place where the lost can find a safe place to take their first steps with God and hurting people can find help. When those people reach out, our Front Desk Receptionists are often the first voice of The Crossing they hear.

By welcoming all our guests with a cheerful greeting and a friendly disposition, our Receptionists create an outstanding first impression and an approachable environment. They are flexible, adaptable and handle change gracefully. They also exude our motto to “Love God, Love People and Serve Others” by providing excellent customer service and compassion to all who call or visit our church office. This position is perfect for an enthusiastic individual with whom God has gifted with exemplary communication skills and enjoys meeting and greeting new people every day!

RESPONSIBILITIES

Front Desk:

- Provide an outstanding first impression for guests over the phone and in person
- Quickly and accurately assess the needs of each guest and route them to the appropriate contact
- Answer phones by the third ring, even if it is to place a caller on hold for a moment
- Always acknowledge guests approaching the front desk, (even if on a call by smiling and waving)
- Accept deliveries and packages in a friendly manner, offering assistance with large shipments
- Immediately inform staff of deliveries and bring packages directly to staff desks when able
- Forward emailed messages from the Answering Service to the appropriate staff members
- Collect incoming mail and set out outgoing mail each morning and update “check spreadsheet”
- Take ownership in the appearance and cleanliness of the Front Desk and Lobby at all times
- Maintain the checks received log for any checks received at the front desk
- Update CCB for any phone or email information received from callers or visitors

Communication Hub:

- Establish yourself as the “go to” person for the “who, what, when and where”
- Be intentionally well-informed about the ins and outs of staff, volunteers and visitors using the CCB calendar as a tool (keep open to check frequently)
- Keep in contact with the Facilities Team, utilizing the walkie-talkie radios when necessary
- Create and post signs on the front door for office closures, such as holidays, prayer days, etc.
- Communicate regularly with the Answering Service, informing them of special events or closures
- Check the incoming fax folder each day and distribute to appropriate staff

Back-up Receptionists:

- Recruit, train, schedule and oversee volunteers to serve as Back-up Receptionists
- Maintain the Admin Back-up Receptionist Schedule and train all newly hired Admins
- Utilize Back-up Receptionists (volunteers or admins) for time off requests or all-staff events

Phone System:

- Become an expert of all aspects of the phone system and be prepared to answer any inquiries
- Maintain the phone extension list (on the front desk phone), removing and adding as necessary
- Maintain the paper phone extension list, removing and adding as necessary & distributing to staff
- Reset the name and password on all new hires’ phones, as requested by HR
- Perform periodic audits of all extensions and message to verify accuracy

REQUIREMENTS

- Exhibits spiritual maturity
- Possesses strong verbal and written communication skills
- Pursues Christ-likeness daily
- Demonstrates a strong technology experience (Word, Excel, Publisher, CCB, etc.)
- Minimum Education: High School Diploma and minimum experience (listed below)
- Minimum Experience: Three years in a professional administrative role
- Preferred Experience: Three years in a professional administrative role in an equivalent Church setting or Non-profit organization

STAFF COMMITMENTS

- Attend weekly admin meetings
- Attend monthly department and All-Staff meetings
- Participate in quarterly staff Prayer Days and retreats
- Attend occasional “All Hands On Deck” staff events
- Attend annual GLS and any other required conferences or seminars
- 20 Hour work week

STAFF VALUES

- Doing Ministry Together
 - Respect and respond to each other's thinking wavelength
 - Invest in Relational skills
 - Begin with grace
 - Pursue cross departmental conversations and collaborations
 - Seek the greater win (The Crossing) over the personal win (my ministry)
- Live in the Tension
 - Between the need for change and the desire for consistency
 - Between being engaging in the present and planning for the future
 - Between creativity and structure
- Be Self Aware
 - Set healthy boundaries
 - Be hungry to heal, learn and grow
 - Be solution focused
 - Passionately pursue my relationship with God