

# Front Desk Receptionist

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 lost people can find a safe place to take their first steps with God, and where hurting people can find help.

By welcoming all our guests with a cheerful greeting and a friendly smile, 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
- 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
- Quickly and accurately assess guests needs and connect them to the appropriate contact
- Accept deliveries 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, set out outgoing mail, 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 Rock 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 Rock 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 and prayer days
- 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
- 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 - be prepared to answer any inquiries
- Maintain the phone extension list (front desk phone), removing and adding as necessary
- Maintain the paper phone extension list, updating as necessary and 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

## Schedule:

- Position is shared with 3 receptionists - each will work 2 (set) days a week, and occasionally will work an extra day (or more) to cover each other's vacations or other time off
- Weekly hours vary from 11 to 16 (but could be up to 24 if covering for other Receptionists)

## Requirements:

- Exhibits spiritual maturity
- Possesses strong verbal and written communication skills
- Pursues Christ-likeness daily
- Demonstrates strong technology experience (Gmail, Google Docs, Word, Excel, Rock, etc.)
- Minimum Education: High School Diploma and minimum experience (listed below)
- Minimum Experience: Two 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 bi-weekly admin meetings (on days you are scheduled to)
- Attend monthly department and All-Staff meetings
- Participate in quarterly staff Prayer Days and Retreats
- Attend occasional "All Hands On Deck" staff events
- Attend any required conferences or seminars

## Staff Values:

- Doing Ministry Together
  - Respect and respond to each other's' thinking wavelengths
  - 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
  - Own myself and my responsibilities
- Be hungry to Heal, Learn and Grow
  - Practice self-awareness
  - Set healthy boundaries
  - Be solution focused
  - Passionately pursue my relationship with God