



# Job Description

<b>TITLE:</b> Reception Desk Manager-Part Time	<b>SUPERVISOR:</b> Chief Operating Officer
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**PURPOSE STATEMENT:**  
The Reception Desk Manager is the first point of contact for all who visit or call the church, including members, staff, guests, delivery personnel, contractors, and those seeking help from the church. The Reception Desk Manager is also responsible for all front-desk administrative duties.

- ATTRIBUTES:**
- **Positive.** Not prone to negativity but remains hopeful and encouraging and encourages others to do the same.
  - **Compassionate.** Willing to listen to both difficult and personal stories.
  - **Even-tempered.** Listens empathically and remains calm throughout any situation.
  - **Empathetic.** Seeks out understanding and discovers paths of resolution.
  - **Confidence-keeping.** Handles sensitive information with integrity.
  - **Proactive.** Nips rumors and stays alert to opportunities to affirm members and staff.
  - **Process-minded.** Willing to work through the workflows and processes, following up with and prompting co-workers when needed.
  - **Detail-oriented.** Possesses excellent attention to detail and thoroughly reviews their work for accuracy.
  - **Team player.** Puts the success of the ministry over own interests. Gives and welcomes feedback.
  - **Adaptable.** Adapts positively to a changing work environment and changes approach to best fit the situation.
  - **Ministry aware.** Knowledgeable of the ministry offerings at our church and the possible next steps available.
  - **Faith-filled.** Strong personal commitment to Jesus Christ and a member of Pathfinder Church (or willingness to join).

- RESPONSIBILITIES:**
- Greets callers and visitors to the ministry by phone and in person.
  - Recruits, trains, and supervises reception volunteers, who provide coverage as needed.
  - Updates campus-wide security system daily and creates and manages security badges for volunteers.
  - Updates the church calendar and coordinates room scheduling for the entire campus.
  - Manages room rentals (other than the gym) for all outside groups.
  - Updates phone voice mail messaging for holidays, events, and general messaging.
  - Handles all prayer requests via phone, word of mouth, email, etc., posting them to the webpage and ensuring that the Triage team is notified of any serious health situations of a member. Attends monthly Triage meetings.



# Job Description

- Serves as the first point of contact for Immediate needs requests occurring in person or by phone and often requesting financial help from the church.
- Serves as the first point of contact on the Churchinfo box, responding in a timely manner to those requesting contact from us, a visit/tour, or answers to questions they may have.
- Posts and distributes all mail and shipments arriving daily at the Ministry Center.
- Orders office supplies and other items as requested for staff and volunteers.
- Contacts and organizes mail teams as needed.
- Assists BM&C team in posting approved messaging on church social media accounts.

## **WORK SCHEDULE:**

Part-time position working approximately 20 hours a week. Core hours are Monday - Friday 8:30-4:30 p.m. Two part-time Reception Desk Managers are needed to share coverage of the desk with some overlap. Must be flexible to occasionally work longer/different hours based on the ministry's demands.

## **QUALIFICATIONS AND EDUCATIONAL REQUIREMENTS:**

- Friendly, welcoming, and calm in stressful or emotional situations.
- Discreet and mature in handling church and personnel-related matters.
- Team player able to share a desk and responsibilities with another person.
- Proficient in Microsoft Outlook, Calendar, Word and Excel.
- Recent and relevant experience using software management programs to organize and manage workflow, relationships, and data.
- Self-starter, quick learner, and ability to problem-solve with minimal supervision.
- Able to lead volunteers as needed.
- High school degree or GED.
- Able to lift 25 pounds.
- Strong personal commitment to Jesus Christ and a member of Pathfinder Church (or willingness to join).