

## Receptionist

### Job Description

|            |              |             |   |
|------------|--------------|-------------|---|
| Job Title: | Receptionist | Job Code:   | AS420                                       |
| FSLA:      | Non-exempt   | Hours/Week: | 20 hours                                    |
| Incumbent: |              | Department: | Administration                              |
| Revised:   | March 2021   | Supervisor: | Executive Pastor of Operations & Generosity |

#### General Function

The Receptionist serves as a first point of contact for incoming phone calls, visitors, deliveries, etc. They also assist with database records management as well as office and communications support.

This person must have excellent interpersonal skills and enjoy welcoming and helping others. This person will be organized, an excellent communicator and able to exercise good judgement in a variety of situations. They will be able to successfully coordinate efforts from conception to completion and solve problems independently. This person must be able to simultaneously handle competing priorities and confidential matters in a professional and timely manner.

This person will be a compassionate and collaborative team member, who is committed to, and supports, the vision and mission of Manchester UMC and its leadership.

#### Entry Requirements/Qualifications:

- High school diploma
- 3+ years receptionist or equivalent experience
- Proficiency in Microsoft Word, Outlook and Excel
- Database experience a plus
- Website content maintenance experience a plus
- Familiarity with Manchester UMC programs a plus

#### Primary Duties and Responsibilities:

##### Reception

- Answer and assist incoming callers and/or route them to the appropriate person
- Greet, assist and/or direct visitors, vendors, delivery persons, etc.
- Recruit, train and schedule volunteers to help answer incoming calls and greet visitors
- Facilitate the sale and/or pickup of items at the church office (e.g. tickets, envelopes, etc.)
- Answer voicemails and messages

#### Phone System

- Serve as administrator of the church phone system
- Maintain phone extensions and passwords
- Troubleshoot phone system issues
- Train staff and others on phone system
- Maintain phone system auto attendant greetings
- Coordinate with phone system vendor when necessary

#### Database

- Recruit, train and schedule volunteers to help with database entry
- Input and update database records using worship attendance and demographic data (e.g. births, deaths, marital status, membership status, contact info changes, etc.)
- Provide weekly First-time Visitor Report to Lead Pastor and Connections Team

#### Office Support

- Prepare weekly mailing to homebound persons
- Facilitate incoming and outgoing membership transfer paperwork
- Serve as back-up for the Office Manager and Pastoral Assistant as needed (e.g. reserve rooms, prayer lists, wedding and funeral assistance, etc.)

#### Communications Support

- Assist with proofreading documents
- Assist with preparing materials for meetings, presentations, events, mailings, etc.
- Assist with website content updates
- Assist with email communications as needed
- Update TV announcement slides

#### Other

- Protect and maintain confidentiality across all settings and forms of communications
- Foster strong working relationships with Manchester UMC staff and coordinate with them on systems, procedures, policies and vision to help ensure alignment
- Other duties as may be assigned by the Executive Pastor of Operations and Generosity to support the ministry of Manchester UMC

#### **Skills & Talents**

- Must have a passion for Christian ministry as expressed by Manchester UMC
- Able to maintain the privacy of confidential information
- Willingness to develop skills as training opportunities become available
- Must have excellent verbal and written communication skills
- Must be collaborative, compassionate, creative, innovative and solutions-oriented
- Must be able to work independently as well as in team environments
- Must possess strong time management skills and excellent organizational abilities
- Must be comfortable addressing and resolving conflict in a healthy way

**Work Environment**

- This person is typically expected to work 20 hours per week from 1 to 5P Monday through Friday.
- Manchester UMC is a large, historic and vibrant United Methodist church located in West St. Louis County, Missouri. More information about the church can be found online at [www.manchesterumc.org/about](http://www.manchesterumc.org/about).

**Comments**

- The above statements are intended to describe the general rule of this job and the level of work performed by employees in this position. The job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required by their supervisor.
- Requirements are representative of minimum levels of knowledge, skills, and/or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

**TO APPLY:**

Interested applicants should email cover letter, resume and salary requirements to [hr@manchesterumc.org](mailto:hr@manchesterumc.org). No phone calls please.