**Concord Church Position Description**

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| Job Title: | Receptionist | Job Category: | Administrative Support |
| Department/Group: | Business Office | Job Code/ Req#: | Rec. |
| Location: | Dallas, TX | Travel Required: | No Travel Required |
| Compensation: | Non-Exempt | Position Type: | Full-Time |
| Approved by: | Felecia C. Wylie | Last Revised: | November 25, 2019 |

**General Summary**

The position provides administrative and clerical support, including drafting correspondence, appointment scheduling, organizing files, answering the phone, and managing programs for ministry teams. This position reports to the Office Manager, Executive Pastor’s Office & Worship.

**The Receptionist Support exhibits the 4 Core Values of Concord Church**:

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| **Boldness for Christ** | **Phil. 1:20** | **Unapologetically representing Christ to the world.** |
| **Passion for People** | **John 13:35** | **Intentionally cultivating lifegiving relationships.** |
| **Catalyst for Change** | **Jer. 29:7** | **Relentlessly transforming our city.** |
| **Hunger for More** | **Matt. 5:6** | **Radically pursuing what God has next for me.** |

**Essential Functions**

* Answers telephones, gives information to callers, takes messages, or transfers calls to appropriate individuals.
* Welcomes visitors by greeting them, in person, or on the telephone; answering or referring inquiries.
* Directs visitors by maintaining employee and ministry department directories; providing instructions.
* Maintains security by following procedures; monitoring visitors and ensuring they check in the visitor system.
* Creates and manages paper and electronic filing systems, including entering records into databases and maintaining/distributing documents.
* Manages the volunteers that serve at the receptionist desk and create monthly calendar rotation.
* Makes travel arrangements for the Ministry Leaders and other team members.
* Opens, reads, routes, and distributes incoming mail or other materials and answers routine letters and emails.
* Secures conference rooms and AV/other equipment for meetings.
* Reviews work drafted by other team members for spelling, grammar, and format, and recommends revisions.

**Skills Needed**

* *Time Management -* *plan and control how someone spends the hours in a day to effectively accomplish their goals*.
* *Communication* - providing information to supervisors, co-workers, and subordinates by telephone, in written form, email, or in person.
* *Judgment and Decision Making* – considering the relative costs and benefits of potential actions to choose the most appropriate one
* *Business Writing* – communicating effectively in writing as appropriate for the needs of the audience

**Qualifications**

* Excellent communication skills – oral and written.
* High degree of professionalism.
* High degree of skill in Microsoft Outlook Microsoft PowerPoint.
* A minimum of 5 years of administrative experience is required.
* Intermediate Microsoft Office skills are required.

**Physical Requirements**

* An employee in this position primarily works in a typical office environment, and uses computers, phones, printers, and other office equipment to fulfill the position duties.
* An employee in this position is required to walk, hear, speak, and stand to inspect the property and interact with customers, church members, and volunteers.
* Work is conducted in a fast-paced, rapidly changing environment.
* The ability to manage stress, build professional and collaborative relationships, and reason through complex church business situations is required.
* This position will require some evening and weekend work.

**Concord Church Membership**

This position is required to be a member of Concord Church. Employees in this position are expected to sincerely hold the same religious beliefs as expressed by Concord Church.