

SPC Position Description

Job Title: Administrative Assistant/Front Desk

Objective Statement: Provide a warm and professional presence to those who visit, call or email the office. Provide information on church organization and activities to inquiring parties. Coordinate Front Desk and Copy Room spaces. Provide administrative support to staff.

Job Responsibilities	Hours (weekly)
Front Desk Administration	70%
Reception: Responsible for greeting visitors, answering calls and responding to emails in a warm and professional manner. Screen and direct calls to the appropriate staff members or take messages. Keep track of which staff members are on or off campus. Greet visitors and direct them to the appropriate staff. Monitor and respond to voice mails and emails. Act as information source for all inquiring parties – know where to go to get answers.	
Front Desk/Copy Room Coordination: Maintain and improve look and feel of the front desk and copy room. Keep front desk and copy room areas organized and neat. Maintain inventory of pens, paper, forms and other supplies and order as necessary. Maintain information board with timely and appropriate church publications. Maintain planters outside front door.	
Front Office Systems Coordination: Assist staff and volunteers with copier issues. Maintain and update staff directory. Maintain and update community information sheets, phone manual and volunteer notebook. Assist staff with phone set up, issues, and troubleshooting. Liaison to Eschelon for SPC. Sort and deliver mail, code bills with vendor information. Sign for deliveries. Maintain phone system with appropriate data and outgoing messages. Recruit, train and coordinate office volunteers and support.	
Attend staff and departmental meetings as requested by supervisor.	
Staff Administrative Support	30%
Maintain "Pastor On Call" system. Collect prayer request cards and deliver to Congregational Care Pastor. Receive and maintain all RSVP lists for SPC events.	
Communications: Coordinate printing and mailing projects. Coordinate volunteers for assembly projects. Distribute bulletins weekly. Deliver mailings to Mail Post or Bulk Mail site as needed.	
Operations: Enter worship attendance from friendship pads into Shelby. Assist with volunteers and answer questions as needed. Maintain Costco purchase list. Distribute keys and maintain records. Coordinate phone system maintenance and repairs. Provide back-up assistance with property management (trash collection, alarms, custodial requests, repair issues, etc.) Perform a walk-through of Building C (Office) at the end of each day (3pm) to ensure that windows are closed and doors are locked.	
Other: Provide administrative support for the Director of Accounting and Church Business Administration and other staff as time permits.	
Total All Areas	24

Qualifications/Skills: Friendly, outgoing personality with excellent communication skills and the ability to work well and interact with a variety of people including staff, church members and the general public. Must have the ability to efficiently operate a multi-line phone system. Good organizational and general office skills with a working knowledge of Microsoft Office is important. Must be a team player with a willingness to help Director of Operations and Accounting as needed. Ability to keep information confidential also a must.

Reporting Relationships: Reports to Director of Accounting and Church Business Administration

Revised: September 2007