

## **Palm City Presbyterian Church**

### **Job Description**

**Position:** Receptionist/Administrative Assistant

The receptionist role provides a point of contact for all visitors to the church. Of the highest priority will be the individual's ability to maintain a friendly, professional, inviting manner to make all feel welcome. The receptionist will convey a message of caring to the membership, visitors, and staff.

The position is part time. Hours are currently Monday through Thursday from 9:00 a.m. to 4:00 p.m., and Friday from 9:00 a.m. to 1:00 p.m.

#### **Responsibilities:**

Function as a general communications/information center and coordinator of incoming calls, visitors, staff, ministry leaders, and volunteers.

- Act as primary and first contact for persons entering office; greet, ascertain purpose of visit, availability of person(s) the visitor wishes to see; answer questions and provide information as needed; direct accordingly.
- Take detailed messages, including subject of call and callback information.
- In addition to sending calls to the appropriate party's extension, forward emails and/or text messages to the appropriate party with the detailed message.
- Coordinate dissemination of information to appropriate persons of messages regarding prayer requests, personal needs, requests for appointments, etc.
- Stay informed and up to date about church activities, monitor the church calendar, upcoming events, registration methods, and costs, if any.
- Understand the primary areas of responsibility of office staff in order to direct calls, queries, and visitors to the appropriate staff member(s).

Act as primary and first contact for registrations and related purchases for Bible studies, special events, and holiday-season flowers.

- Prepare and maintain data spreadsheets for each event, including all pertinent information and payment methods.
- Accept and record related payments; batch and forward to the bookkeeper.

Act as the primary purchasing agent for office, janitorial, and maintenance supplies, as well as for various church ministries and events.

- Communicate and coordinate all aspects of shipments, deliveries, and bookkeeping/record-keeping for orders placed and payments made.
- Contact appropriate ministry leaders to obtain budgetary approval for purchases, as required.
- Ensure that all receipts are properly notated and copies are placed in appropriate folders on the shared drive.

Act as the central hub for vendor information for most ministries, collecting and maintaining vendor contact information, account details, logins, and passwords.

Provide administrative support for staff and ministry leaders as requested and needed; this includes, but is not limited to:

- Prepare written materials, such as funeral service programs, and provide editorial assistance on materials authored by ministry leaders.
- Maintain shepherd group lists and disseminate information to shepherds as required.

Provide support and administrative assistance in areas of finance and building operations.

- Assist in corroborating the accuracy of monthly credit card statements by preparing spreadsheets; ensure all receipts are in appropriate folders, with proper notations; match receipts with statements; work with indicated vendors to investigate and provide an explanation for unknown charges; ensure the accuracy of charges.
- Provide coordination with appropriate vendors regarding annual inspections of various building systems and equipment; ensure necessary reports are forwarded to governmental authorities as directed.
- Act as a secondary contact for major vendors and service providers.

Function as volunteer coordinator for traditional Sunday services.

- Maintain accurate records of volunteer greeters, ushers, liturgists, and audio-visual helpers, including their availability and service preferences, and coordinate training as needed.
- Act as the primary responsible party for obtaining the required number of volunteers for each traditional Sunday service, working with lead ushers for both services.

- Utilize software programs to coordinate volunteer signups and availability.
- Maintain necessary information on volunteers in the database.
- Maintain close communication with pastoral staff, worship committee, and appropriate ministry leaders to determine the number and type of volunteers needed for services and special events.

Perform other duties as assigned.

**Enterprise Principles:**

- Committed Christian with a deep understanding of and alignment with PCPC's mission and values. This is especially important because the receptionist may be the first contact with a grieving family or someone with spiritual questions, etc. In some cases, a pastor may not be immediately available, so a caring word may be necessary.
- Personal integrity in the context of protecting and ensuring private and sensitive information and financial/material assets.
- Ability to work as a member of a team to accomplish the objectives of the church.
- The desire to learn and assist others in learning.
- Adhere to church policy as outlined in the Employee Handbook.

**Position Reports to:** Executive Pastor