



JOB DESCRIPTION

Front Office Receptionist | MOUNT PLEASANT CHRISTIAN CHURCH

POSITION TITLE: Front Office Receptionist

EFFECTIVE/REVISED: March 8, 2019

STATUS: Part time, Monday–Friday

REPORTS TO: Executive Administrative Assistant

Our mission is simple; we want to change the world one life, one family, one opportunity at a time. Our vision is to be a church that is locally focused and globally engaged with an undeniable IMPACT for Christ. Through compelling worship, relational discipleship, spiritual influence and serving others across the street and around the world, Mount Pleasant Christian Church is a welcoming place for you and your family to learn, grow and connect.

01. Summary of Position:

The position of Front Office Associate will help further the mission of Mount Pleasant Christian Church by helping create a welcoming and guest friendly environment. This energetic and friendly individual will be responsible for providing excellent guest service, administrative assistance to the Congregational Care Ministry and others as needed while also producing clear written and verbal communication to guests and staff when applicable.

02. Duties:

- Answer phones and screen/direct calls to appropriate individuals/ministries
- Track and filter all benevolence calls, maintaining a call and assistance log
- Assist Congregational Care Pastor as needed
- Assist with all funeral logistics and meal arrangements
- Initial contact for wedding inquiries
- Post and follow up with all prayer requests
- Greet and assist visitors during business hours
- Contact ministries when shipments are delivered
- Help ministries with various projects as needed
- Maintain the readiness and cleanliness of the front office workspace as needed
- Keep track of keys when given out to visitors
- Maintain general knowledge of current and upcoming MPCC events
- Learn our database and help enter information as needed

This job description is not designed to cover every job requirement. Mount Pleasant reserves the right to change job duties at any time.



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03. Characteristics:

- Christian individual with a heart for others
- Self-motivated and organized
- Energetic and enthusiastic
- Consistent pursuit of personal and professional progress
- Commitment to excellence
- Ability to troubleshoot under time-sensitive circumstances
- Communication skills both interpersonally and corporately
- Outgoing and friendly

04. Preferred Education/Experience:

- High School graduate or equivalent
- One year of previous related experience
- Basic knowledge of Microsoft Word and Excel

05. Staff Expectations:

- Solid understanding of Scripture
- Faithful in weekend worship
- Involvement in ministry outside of specific ministry area
- Practice Christian stewardship through the giving of regular tithes and offerings
- Practice a lifestyle witness
- Be willing to assist with and perform responsibilities outside of your ministry area as needed
- Always display a willingness to help church members and guests when asked or in critical times
- Personal acceptance and alignment with Mount Pleasant's vision and mission