



HOURLY/PART TIME (28 HOURS) POSITION DESCRIPTION (First Impressions/Receptionist)

CHURCH: Grace Community Church
DEPARTMENT: Connections and Care
DATE: August 23, 2022 (To Begin in October)

EMPLOYEE:
TITLE: First Impressions/Receptionist

MAJOR RESPONSIBILITIES (Key Results)

PREDOMINANT TASKS

FRONT DESK/FIRST IMPRESSION

- Responsible for Front desk: Enthusiastically creating and modeling a seamless, delightful “First Impression” as our “Weekday Face of Grace” for Staff/Guests during hours of:
 - Monday through Thursday 9AM to 4PM (Upstairs Staff Offices/Guest Entrance)
- Responsible for identifying, recruiting, training/equipping qualified volunteer(s) to serve in this role when out of office

BENEVOLENCE/CARE

- Administrative duties
 - Initiate Journey through Grief/memorial gift requests
 - Facilitate room requests/set up for memorial services/receptions
 - Facilitate offsite memorial reception payments/donations in memory of deceased

CONNECTIONS

- Provide administrative support for Connections Director, with appropriate lead time, for Believer’s Baptism certificates/baptism pictures (2 times per year currently)
- Provide administrative support for Connections Director, with appropriate lead time, for:
 - Next Steps Environment:
 - Rooms Requested/Setup, etc.
 - Childcare Providers
 - Food Order/Payment for Adults as well as for Children
 - Paperwork follow-up
- Provide administrative/Ministry Platform support for Connect Card (inputting weekly, sending out first-time communication)
- Handle purchasing for Connections Director
- Possibly setting up mobile coffee/tea cart in main lobby for groups Monday/Tuesday/Thursday

GENERAL

- Main focus will be sheer presence/First Impression at Front Desk for guests arriving, calling, or leaving
- Consistent and set daytime work hours/schedule (Other than any weekend special events or ministry needs that warrant weekend presence)

- Part of any All-Connections/Care and Counseling team, or All-Staff projects or events
- If time available, assist at Front Desk as ministries/departments need (folding/stuffing, etc.) but ministries are responsible for making all copies and providing everything this person needs to be successful (Priority: Presence at Front Desk; then, helping form Front Desk)

ORGANIZATION AND RELATIONSHIPS

The First Impressions/Receptionist will report to the Pastor responsible for this department and is a member of the Connections/Care and Counseling Ministry teams, consisting of Connections Director, Grace Counseling Office Manager, Grace Counseling Office Assistant, Care and Counseling Assistant, Senior Adults Director, GCS Clinical Director, GCS Therapists, Women's Director, Groups/Activities Administrator, and Pastor. This position will team with the Grace staff at large, being part of something bigger than an individual department.

NATURE OF POSITION

This position provides enthusiastic presence, administrative ownership, and proactive support.

BACKGROUND

A Bachelor's degree is preferred. Prior ministry experience (church and/or corporate/professional) is also preferred.

This position is hourly/part time at 28 hours per week. This role requires:

- ****A personal and growing relationship with Jesus
- A commitment to membership with GCC
- ****Excitement and embrace of God-given Grace Church mission, values, and culture
- ****A positive, whatever-it-takes attitude
- Experience working on a church staff and/or extensive serving in leadership role
- Exceptional administrative/organizational/time management/computer skills and ability to create, implement, evaluate, and adjust
- Integrity, humility, teachable spirit, ability to lead and equip others, broken heart for our community, and those who do not know Jesus personally
- Commitment to confidentiality; zero tolerance for breaches
- Ability to be onsite staff contact and at times might have to lock/alarm building
- ****Self-motivation and for us to have to hold the person's belt strap rather than micro-managing to be creative/solution-oriented; not having to always provide the person with ideas of how to move forward
- Ability to creatively work within a budget
- ****Exceptional interpersonal skills (partnering with staff, volunteers, and guests)
- Very strong attention to detail, with ability for organizing/coordinating/implementing and working with a multi-person team
- Proficiency in Microsoft Office 2007: Excel, Word, Powerpoint, Publisher – OR Mac similar programs).
- 100% in-office hours unless pre-requested and pre-approved offsite hours due to specific offsite job function and/or unforeseen family situation (this is separate from PTO allotment)
- One-on-one weekly check in with the departmental Pastor and proactive weekly check in with Connections and Care team members

- Bi-Weekly All Staff Meeting
- Bi-Weekly Connections/Care and Counseling Services Team Meetings
- Weekend presence or responsibilities as part of worship services are not required, other than if a focus weekend during services for this area of ministry, or a special event.
- All other pertinent employee details are described fully in the latest Employee Policy and Procedures Handbook