

POSITION DESCRIPTION

Position Title: Receptionist	Exempt/Non-Exempt: Non-Exempt
Reports to: Office Manager	Full or Part-time: Part-time; 32 Hours per week
	Ministry Team & Number: HR - 220

POSITION SUMMARY

Provide excellent customer service, focused on showing the compassion of Christ to all by being a frontline ambassador for Christ and VC's mission through W.A.R.M. communication, information, connection, compassion and care. Utilizes skills in: telephonic, face-to-face & electronic communication to a very diverse population; client scheduling system; computer programs & VC systems for ministry support; administrative; clerical; organizational knowledge; hospitality; safety and security; etc.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

<i>Brief description of duties in order of priority</i>	% Time
Provides all reception, "switchboard", and applicable security functions for guests, counselees, staff, callers, deliveries, etc.	45
Administrative functions for EE oil changes; counseling center; SOC; Vineyard.org emails & voice messages; driver training; extension & cell phone lists; return to sender mail; Value-Life & Transition assistance; item pick-up & drop-off; lobby presence and literature restocking;	35
Communication gaps & consistency functions of web, Mix, Program, bulletin, automated phone messages, brochures, etc.	15
Benevolence Ministry intake, deacon assignments, distribution agent, etc.	5

REPORTING RELATIONSHIPS: *Position Titles of Direct Reports*

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Total Direct:

ACCOUNTABILITY

Guidelines, policies and formal procedures governing actions:
VC Employee Handbook, Leader & Staff Commitment, VC Harassment Policy, HHIPA Guidelines,

VALUES STATEMENT

Micah 6:8

"To act justly and to love mercy and to walk humbly with your God."

COMPETENCIES REQUIRED

All Church Staff	Unique for this position	
Approachable	Customer Focus	Ability to Give Feedback
Interpersonal Savvy	Composure	Functional/Technical Skills
Spiritual Maturity	Organizational Agility	Informing
Self-Awareness	Multicultural ministry	Manages Conflict Well
Priority Setting	Verbal & Written Communication	Perseverance

MINIMUM QUALIFICATIONS, EDUCATION AND EXPERIENCE

- 3 years' professional experience in reception and/or customer service, administrative support
- Strong verbal communication and hospitality skills
- Strong writing and editing skills
- Ability to appropriately handle confidential information
- Strong attention to detail
- Language skills in Spanish and/or French - preferred
- Strong knowledge of common office software and database use
- Satisfactory background check required for all positions. (? and credit check for financial positions)

Physical Requirements List Here:

Reaching, Standing, walking, pushing, fingering, talking, hearing, seeing, repetitive motions, light work.
Conditions: inadequate lighting.

Valid Driver's License Required?

COMPLETED BY:

Name:	Joanne Kay	Position:	HR & Office Mgr.	Date:	8/1/2017
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APPROVED BY:

Name:	Bernie Larsen	Position:	HR Coordinator	Date:	8/2/2017
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