

SUNSET CHURCH POSITION DESCRIPTION

POSITION TITLE: Facility Administrative Coordinator/Receptionist

INCUMBENT:

REPORTS TO: Facility Manager

DATE REVISED November 1, 2021

FLSA: Part-time, non-exempt, 28 hrs./wk., Monday through Thursday, 8:30 am – 5:00 pm

PHILOSOPHY

Sunset Church is a community of people, connected to each other and committed to loving our world through faith in Jesus Christ, who are experiencing the life-changing power of that faith, who are expressing Christ's love through serving, and who are actively reproducing these values through mentoring and investing in others. The Facility Administrative Coordinator/Receptionist must be committed to Jesus Christ and the work Christ is doing at Sunset Church and be in agreement with these values. The person in this position is expected to have spiritual integrity as well as loyalty and commitment to the staff and congregation of Sunset Church.

POSITION SUMMARY

The Facility Administrative Coordinator/Receptionist is responsible for providing administrative support to the Facility Manager and the operations of the front desk including greeting the public, answering the phones, coordinating volunteer reception desk, and miscellaneous administrative support to church staff.

POSITION RESPONSIBILITIES

Facility Administrative Coordinator

- Assist with incoming calls and provide information related to room rentals
- Enter approved facility event reservation on Planning Center
- Direct and sign out keys to scheduled building contractors
- Prepare/process lease agreements, facility room request forms
- Prepare rental invoices and collect payments
- Order monthly janitorial supplies
- Assists in training volunteer facility administrative help
- Address and direct unsheltered walk-in individuals and call Washington County's non-emergency number as needed
- Coordinate with towing company to tow unauthorized vehicles
- Update and maintain building setup maps for room reservation
- Update and maintain building master key schedule
- General administrative support, correspondence via email, and/or phone calls

Receptionist

- Greets guests, responds to inquiries, and directs to appropriate person/ministry
- Promote a positive “first impression” with walk-ins, incoming calls, email replies, church staff, and volunteers
- Answering, directing, and screening incoming phone calls
- Collect, sort, and distribute incoming mail and packages
- Must be punctual and remain at front desk area during scheduled reception hours
- Update and maintain mailroom area/mailbox slots
- Updates staff in/out board and internal staff phone directory
- Establish and maintain front desk procedures, update information
- Run/print report of Sunday service attendance on Planning Center
- Run/print report of church prayer request on Planning Center and distribute to Session/Staff
- Responsible for the general appearance, upkeep, and tidiness of reception area and Lost and Found
- Assists staff and ministry volunteer leaders with miscellaneous material preparation as needed
- Assists in training and overseeing volunteer receptionist

KNOWLEDGE, SKILLS AND ABILITIES

- Proficiency with Microsoft Word, Excel, and Outlook
- Experience with Planning Center software preferred but not required
- Ability to manage multi-line phone system
- Organized and detailed-oriented
- Professional and excellent oral and written communication skills
- Excellent customer service
- Multi-task and problem solve
- Ability to lift up to 25 lb. incoming packages and/or deliveries
- Ability to sit for extended periods of time at front desk

EXPERIENCE

- Minimum one-year experience of receptionist and administrative church and/or office environment
- High school diploma or GED
- Handling process for non-sheltered walk-ins

REVIEWED BY:

Employee	Date
----------	------

Supervisor	Date
------------	------

Human Resources	Date
-----------------	------