

Coastside Lutheran Church Receptionist Job Description
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I. Overview

The Receptionist will staff the church office and aid the Pastor in carrying out the clerical responsibilities of the church workplace. The primary role of the Receptionist is to support the Pastor. He/She will seek to use his/her personal gifts and technical skills for the benefit of the church by contributing to the larger ministry's effectiveness and efficiency. This is based upon cooperative teamwork, requiring cooperation and collaboration with a variety of persons. The Pastor is the supervisor for this position.

II. Hours

This position is non-exempt, salaried at an effective rate of \$12/hour. Paychecks are done monthly, through auto deposit to your account.

Office hours are established as 10am-2pm, Tuesday through Thursday for a weekly total of 12 hours initially. Adjustment in these hours may be possible for a qualified candidate but once agreed upon, the hours will be fixed for publication to the congregation. It is possible that additional hours may be added in the future, as approved by the CLC Council.

Please refer to the Coastside Lutheran Church Employee Handbook for holiday schedule and more information concerning employee classification and policies. The handbook is posted on our website under the "Staff" link.

The equivalent of two workweeks (24 hours) shall be paid for vacation time off each year but may not be taken during the first six months of employment.

III. Responsibilities

The responsibilities of the Receptionist are categorized as follows: daily, weekly, monthly/annual, and general duties:

Daily Duties:

1. Accept all phone calls and walk-ins from people as a warm and welcoming representative of the church community, scheduling appointments, answering questions, and directing inquiries appropriately. He/She will treat every visitor, caller, or service person with courtesy, cheerfulness and respect.
2. Sort the church mail for various church ministry heads in designated boxes, forwarding e-mail and information from phone messages as needed. Check mail, e-mail, phone messages, prayer requests, etc., communicating information in a timely manner to appropriate persons.
3. Update and distribute as necessary the online church calendar which includes meetings, special church events, rentals, along with annual calendar of congregational meetings, building and grounds seasonal care, etc.
4. Maintain a reasonable file system for ready access to all forms, contracts, etc.

Weekly Duties:

1. Print worship bulletins or special bulletins prior to services.
2. Prepare, type and mail church correspondence as requested by the Pastor.
3. Assist Council representative as requested for rentals, building use, maintenance, etc.
4. Keep office space orderly and efficient.
5. Inventory and order office, fellowship and worship supplies as needed.
6. Record new members, member information updates and weekly service attendance into Shepard's Staff database.
7. Reorganize hymnals and offering envelopes in the backs of the Sanctuary pews.

Monthly and Annual Duties:

1. Participate in information gathering and printing/mailing of the monthly Newsletter.
2. Schedule maintenance and other services at request of the Pastor.
3. Assist with the preparation of annual reports and file copy of all council reports.
4. Participate in the Performance Review and Appraisal process as outlined in the Employee Handbook.
5. To standardize tools, all documents will be created under Microsoft Word or Publisher; all web access will use Internet Explorer. Email distribution lists will use Microsoft Outlook.

III. Expectations

The Receptionist will be proficient in the use of standard of office tools: copy machine, fax, computer/word processor, e-mail, etc (Microsoft products). He/She will demonstrate organizational skills, as well as an ability to communicate clearly (verbally and in print), relate well with a diversity of persons: pastoral staff, church leaders, members, and office visitors.

During busy times, the Pastor will be able to assist the receptionist with prioritization of their duties when seasonal activities increase. It is important to maintain a healthy balance for the employee when the workload exceeds the hours available and tasks are left undone.

Since the essence of church ministry involves a variety of people (many of whom are voluntarily giving of their time) engaged in a range of tasks all interwoven around our common work of ministry, the receptionist will need to be able to work harmoniously with others, without territorialism or conflict. He/She will be a cooperative team member in relation to others who share the work environment and often overlapping responsibilities, offering input, negotiating well, and taking direction with grace.

The front desk of a church is often a weekday caller or visitor's first experience with the church community. The receptionist will, therefore, need to present him/herself with a neat appearance and keep the workspace orderly. The receptionist will exude confidence, trustworthiness, courtesy and cheerfulness, treating all persons with respect and honor.

IV. Application Requirements

If interested in applying for this position, please submit your resume along with contact information to info@coastsidelutheran.org. Candidates who are qualified will be contacted for an interview.