

Full-Time Office Support/Receptionist

Hours

- Monday - Friday 8:30am to 4:45pm

Core Values

- Live by office core values

Key Competencies

- Demonstrate compassion and empathy for callers.
- Demonstrate attention to detail and high level of accuracy.
- Demonstrate good communication skills.
- Demonstrate initiative in identifying and completing tasks.
- Demonstrate integrity in all things.
- Demonstrate flexibility to changing workflow, busy times.
- Demonstrate teamwork and ability to collaborate with others to complete work.

Tasks Unique To This Position

- Reports directly to the Office Manager.
- Prepare weekly bulletin to be printed.
- Produce the E-Connect with the most important information, as well as the information that could not be fit into the bulletin.
- Develop Media Shout presentations for all major services.
- Update website; post sermons, podcasts, bulletins, update calendar, check for outdated material
- Develop the order of service in conjunction with the Senior Pastor and Worship Pastor.
- Format and print sermons.
- Funeral program preparation.
- Provide support for Pastor Emeritus, section pastors, missionaries, and department heads.
- Print Wednesday prayer list.
- Print Wednesday dinner list.
- Develop the monthly newsletter.
- Coordinate advertising campaigns, including providing appropriate ad copy, coordinating the placement of print ads, direct mail pieces, and other advertising as required, all according to the style sheet provided by Robison Creative.
- Develop, coordinate, and oversee programs and promotional materials to assist the church in marketing, events, and public relations.
- Look for ways to improve marketing processes throughout the organization.
- Prepare and oversee the marketing budget.
- Score Taylor/Johnson tests.
- Coordinate search engine optimizations for our website.
- Ensure the usability of the website and make corrections to the structure when necessary.
- Support the administrative needs of the pastoral staff as directed by the office manager.
- Coordinate projects as needed
- Design bulletin boards as needed.
- Ensure the security and confidentiality of data.
- Work with external 3rd party vendors as needed.
- Perform other tasks as assigned

Backup Responsibilities

- Support for Pastors John, David Bailey, missionaries and department heads.
- Recording attendance.

- Preparing the Wednesday night prayer list.
- Preparing the Wednesday dinner list.
- Check, update and fill foyer literature racks.

Receptionist Duties

- Answer incoming telephone calls and route appropriately.
- Greet visitors and act as office host, offering beverages as appropriate.
- Open, process, and distribute mail.
- Take all outgoing mail to the post office or drop box at the end of each day.

Database Duties

- Maintain the church database, including the addition of new attenders, removal of deceased attenders or those no longer worshipping here, keeping names and addresses current, etc.
 - ◇ Establish procedures for record keeping.
 - ◇ Monitor record keeping.
- Ensure the security and confidentiality of data.
- Work with external 3rd party vendors as needed.

Computer Skills

- Excellent working knowledge of MS Office, including Publisher
- Basic knowledge of Photoshop
- Excellent working knowledge of Media Shout
- Excellent working knowledge of our website interface
- Excellent working knowledge of our multi-line phone system
- Excellent working knowledge of our church management software