

## FRONT DESK RECEPTIONIST PROFILE

The front desk staff is a welcoming presence in our office for people coming into our building or calling the church on the phone. Their primary role is to be friendly, warm, and knowledgeable of what is happening at First Free. Additionally, this position would support other staff with administrative help as assigned and/or needed. This is a part-time position (approximately 14 hrs/wk) and reports to the Communications Director.

### Requirements

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**Character:** An individual of established Christian character, sound in faith and doctrine.

**Competence:**

- Self-starter with ability to create, evaluate, and adjust systems to best accomplish administrative goals.
- Able to learn and fully utilize Microsoft Office software including Word, Excel, Outlook, and Publisher; experience preferred.
- Able to learn and become proficient in our church management software, CCB.
- Comfortable with technology and willing to learn new skills and software as needed.
- Close attention to detail and strong organizational skills.
- Experience with correspondence, writing, and editing.
- Able to operate and troubleshoot office machines (copiers, scanner, postage meter, fax, etc).
- Able to answer multi-line phone system.
- Proficient typing skills.

**Chemistry**

- Friendly, warm personality to welcome walk-ins, answer phones, and redirect callers.
- Ability to work well with other office staff and receive direction from supervisor.

**Convictions**

- Must be(come) a member of First Free and therefore have beliefs consistent with the requirements for membership.
- Must be in agreement with First Free's philosophy of ministry.

### General Responsibilities

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- Receive and redirect walk-ins/phone calls and answer questions as needed.
- Assist with daily outgoing mail preparation and incoming mail distribution to staff.
- Keep staff schedule updated.
- Manage book database and labeling system for Lead Pastor's library.
- Prepare written correspondence as needed.
- Assist Lead Pastor with filing and other organization.
- Keep office kitchen area neat and organized.
- Other administrative tasks as assigned.
- Opportunity for added responsibility in assisting with communications as time and skill allows.