

Office Associate - Receptionist  
Calvary Church, St. Peters, Missouri

**Effective Date:** January 1, 2023

**Title:** Office Associate - Receptionist

**Classification:** Part-Time, Non-Exempt

**Benefits:** As indicated in the Employee Handbook

**General Purpose:** The Office Receptionist is often the first point of contact a visitor has with our church. Essentially, this role is the face and voice of the church and requires a personable, communicative, and friendly demeanor person who demonstrates the capacity to execute sound judgment and handle diverse daily tasks with minimal oversight.

- (1) Creating a welcoming and invitational environment through answering the phone, welcoming visitors, and maintaining the cleanliness and tidy appearance of the main office.
- (2) Ordering office supplies.
- (3) Assisting in other tasks, as needed.

**Reports To:** Office Systems Director

**Supervises:** n/a

**Works With:** Executive Team Administrative Assistant, IT Director, Facilities Administrative Assistant, Executive Team, Office Volunteers, Strategic Operations Team

**Leadership Values:**

1. Models and protects the purity, unity, and faith of the congregation as outlined primarily in the Scriptures and secondarily in the Bylaws of the church.
2. Champions the transformation and discipleship of lay leaders, both women and men, to live out the vision of the church.
3. Shepherds the mission, vision, strategy, and outreach of the church so that all generations and all people have opportunities to live out their faith in Christ and share it with others.
4. Practices clear, candid, appropriate, and timely communication with the church and staff.

## Key Responsibilities

- Greet visitors with a positive, welcoming, helpful attitude.
- Offer and/or provide visitors with refreshments as they wait.
- Assisting visitors in finding their way to the appropriate person or space.
- Answer, screen, and forward incoming phone calls in a timely manner and direct calls to the correct person.
- Assist office administrative assistants as needed.
- Maintain a clean and tidy reception area and office.
- Provide ministry personnel with needed documents or forms as needed (tax exempt letters, stamps, etc.)
- Keep up-to-date with the public ministry calendar and communication plan.
- Organize, clean, and maintain the copier room including ordering copy paper and toner as needed and scheduling copier machine repairs and maintenance.
- Order general office supplies, purchase stamps, and inventory office supply needs.
- Collaborate with others to celebrate staff life milestones (i.e., birthdays, weddings, pregnancies, etc.).

## Qualifications:

- Lives and works in accordance with stated Staff expectations.
- A valid Driver's License.
- Ability to be a team player.
- Attention to detail and data entry skills are important.
- Proficient in Google, Outlook, multi-line phone systems, copiers, and other typical office skills.
- Champions the vision of Calvary Church without hesitation.
- Strong customer service skills.
- Effective communicator as affirmed by multiple generations and peoples.
- Ability to work effectively with different teams within the church.
- Demonstrates an ability to hold confidential and sensitive information.
- Strong conflict resolution skills are necessary; able to take criticism that may not always be warranted, while pursuing peace as much as possible.
- Demonstrates humility and grace, with a willingness to accept responsibility for own failures regardless of fault.
- Serves as an example of a loyal friend and family member, who can properly balance the obligations of professional and private life.
- Demonstrates Christian unity with other church leaders from different ethnicities and backgrounds for the furtherance of the Kingdom.

Review: Reviewed annually by the Office Systems Director