

West Hill United Church Receptionist

The **PURPOSE** of the Church Receptionist position is to

- facilitate a positive interaction between the public and the congregation during office hours and on special occasions through which the congregation interacts significantly with the public
- maintain routine files and records
- prepare congregational materials for programming and/or distribution at the direction and under the oversight of the Manager, Programs and Administration
- provide a positive, well-supplied office space for volunteers and staff

Position Description

Public Interaction

The Church Receptionist will

- provide ongoing reception duties in relation to walk-in, telephone, and email interactions
 - o response and provision of appropriate information as requested
 - o redirection of inquiries as necessary
- provide oversight and distribution of incoming and outgoing mail
- forward identifiable pastoral issues to the Minister or Wellness and Care committee as appropriate
- receive deliveries
- make postal deliveries of mail, marketing, and congregational materials
- deal with service people (elevator service, fire alarm inspectors, meter readers)
- forward completed Visitor Response Cards to Director of Mission in a timely manner
- schedule facility use by congregational programs, committees, and individuals
- tour the facility with prospective users
- schedule and receipt revenue for use of facility by couples being married and groups under License to Occupy agreements
- act as sexton for weddings and funerals
- other duties as required

Files and Records

The Church Receptionist will

- maintain office records, files and reports, on a weekly, monthly and yearly basis, as required including statistical reports as required by The United Church of Canada
- update files and manuals as required by board, team, and committee action
- complete Baptism, Marriage, and Death registries and follow up with appropriate signatories to complete entries
- Other filing duties as defined in the office manual

Congregational Materials

The Church Receptionist will

- prepare and print announcement folders for use in Sunday and special services
- send weekly updates to email list
- support new members and visitors by preparing visitor materials, name tags, card or e-mail to visitors, and arranging space for meetings
- maintain subscriber list and process renewals of The Observer, the United Church of Canada's newsmagazine
- prepare PowerPoint presentation for Sunday services
- prepare other materials as necessary for programming and congregational use
- other duties as required

Office Function

The Church Receptionist will

- maintain an adequate inventory of office supplies
- purchase office and postal supplies
- purchase or order janitorial supplies
- purchase or order kitchen supplies such as coffee
- maintaining key inventory
- distributing keys as required
- assigning and maintaining security codes
- other office duties, as required

Lines of Accountability

- Accountable to the Manager of Programs and Administration with direction of the Minister or Volunteer Leaders as required
- Work with and through the Ministry and Personnel Committee as necessary.

Skills and Abilities

- Demonstrate effective interpersonal skills: a delightful attitude and telephone manner with visitors, congregational members, and staff
- Demonstrate honesty, exceptional administrative abilities, able to keep confidentiality, excellent organizational and time-management skills, self-motivation, take-charge ability
- Competent of computer skills including proficiency in Microsoft Office (Word, Excel, PowerPoint) and a willingness to learn new technology (PowerChurch database in particular)
- Previous office or customer service experience required

Schedule and Pay

The Church Receptionist works a consistent weekly schedule of fifteen hours per week during normal office hours, Tuesday to Friday. Hours for each day of the week should be consistent but can be negotiated to suit the Receptionist's schedule within the hours of 9-4 (i.e. Tuesday to Thursday, 10-1; Friday 10-4). The position pays \$15 per hour plus benefits and includes two weeks of vacation per year. Hours may increase over time but will likely remain at half-time or less.

This is a permanent position, with a three-month probationary period, beginning December 1, 2014 or as negotiated.

Applications

Those interested in the position should submit a resume and a cover letter highlighting church-related background office and administration background to the e-mail address manager@westhill.net with the subject line "Receptionist Application" no later than midnight, November 14, 2014. Interviews will be conducted the following week.