

# Welcome Desk - Receptionist

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**Job Title:** Welcome Desk - Receptionist

**Department:** Operations

**Supervisor:** Director of Operations

**Hours:** Part-time (<29 hours); Non-exempt; M-W 8:30 - 4:30

## **Position Overview:**

The Receptionist is responsible to be the pleasant face for all who visit Alliance Church in person and a welcoming voice to anyone who calls the church. This position will also assist the Pastoral Care team with counseling scheduling and billing.

## **Responsibilities:**

- Answer and process all incoming phone calls. The amount of calls varies on any given day. A reasonable estimate would be 30 calls per day.
- The receptionist is also a pleasant face and source of information for people entering church doors for studies, meetings, visits, prayer, applications and registrations.
- Provides support with to the Pastoral Care department with the scheduling and billing of clients as well as the preparation and organization of client files.
- Registers people for church ministry events, both in person and over the phone, for those who prefer not to register online or cannot register themselves.
- Answers and/or routes all incoming requests from the website.
- Passes along all prayer requests from the website, by phone, or in-person, to the prayer chain via email; records all prayer requests in Google Drive, updates and maintains document.
- Receives incoming calls from local hospitals about hospitalized AAC attendees, calls the patient to see if they would like a pastoral visit, prayer requests, meals, etc., and gives the Pastoral Care Ministry Assistant the information.
- Connects persons in crisis or who come in for prayer with the Pastor on Duty.
- Is part of the Sunday Welcome Desk rotation team.
- Updates contact information received online, by phone, or in-person, into Planning Center as needed.
- Maintains the Staff In/Out vacation calendar.
- Updates the after-hours answering service with contact information and scheduling.
- Checks daily for packages delivered and notifies the recipient of any packages received.

- Mails out HomeTouch papers, and/or sermon CDs to the persons that have requested them because they are unable to attend services (shut-ins).
- Creates the weekly sermon CD labels for Sunday mornings.
- Charges both Spanish and English listening devices biweekly.
- Makes occasional deposits of all Welcome Desk payments (i.e.: counseling, registration, CD's, petty cash, etc.).
- Assists with various ministry tasks for ministry admins and pastors as needed.

**Requirements:**

- Excellent organizational skills
- Ability to manage time and handle multiple tasks and priorities as there are a large number of requests, interruptions and visitors on a daily basis
- Ability to work in a fast-paced environment that is subject to change
- Flexible and adaptive in response to staff and visitor needs
- Responds quickly and appropriately under a variety of situations
- Excellent communication skills
- Excellent interpersonal skills; handling all visitors, phone calls and crisis situations with grace, humility and patience
- Ability to maintain records and update database/online documents in a timely fashion
- Resourceful, friendly, and a team player
- Proficient in Microsoft Office products, email, internet, and various programs used (QuickBooks, Box, Google Drive, etc.)
- Must have a vibrant walk with God that is evident in their daily life.
- Must be passionate about reaching out to others that do not know Christ and have a real heart for those that do not know Him.

# STRATEGIC FRAMEWORK

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## VISION/PURPOSE

Connecting the world with God and one another.

## MINISTRY VALUES

1. Bringing glory to God and reaching people for Jesus Christ drives everything we do.
2. All of our ministries are to be Biblically sound, culturally relevant, and supported with prayer.
3. God's Word is truth, and we trust it above anything else to make a lasting impact on those we touch.
4. Individual and corporate worship is critical to our spiritual health and relationship with God.
5. Our fellowship is focused on shepherding and caring for one another.
6. Our evangelism is driven by a sincere burden for all people and is worldwide in its impact.
7. Our ministry is done with excellence and sense of urgency because it honors God and inspires people.
8. We will never lose sight of our vision.

## MINISTRY PHILOSOPHY

**Simple Purpose, Simple Church:** Our purpose is simple: Connecting the world with God and one another. Our church structure, programming and ministries will follow our simple discipleship process. All we do will be understandable and easily accessible. We will strive to have a minimum amount of bureaucracy.

**Strategic and Effective:** We minister with a sense of urgency; the stakes are heaven and hell for the people we serve. Everything we do will be strategically planned, focused on the vision and measured for outcomes. Our measure of "success" will be conversions, baptisms, spiritual growth and maturity, and the completing of the Great Commission.

**Felt Needs First, Prescribed Needs Second:** We will seek to meet people's felt needs first, then move people to the "prescribed" needs outlined in the Bible.

**Come and See - Go and Be:** We will partner with the congregation in doing Kingdom work. The staff's role will be to provide clear vision and effective programming. The congregation's role will be to invite people to come and experience what God is doing through Alliance Church and eventually engage in the discipleship process. We also

encourage ministries and individuals to "go and be" the reality of Jesus Christ by sharing Christ's love through personal evangelism, community service and world missions.

**Healthy Relationships:** We work together as a team. We keep short accounts, will not let conflict simmer and have a never-ending focus on the vision. We will maintain a broad view and will not tolerate turf wars or personal kingdom building.

**Servant Leadership:** We have a towel over our arm at all times. We have a positive attitude of joyful, humble service towards each other and the people we serve in and outside of our church.

**Stronger Together:** We will be a ministry that strategically and intentionally integrates ministries so they link together to produce healthy disciples of Christ that can advance the Kingdom as one.

**Complementarian:** Men and women equally share in the blessings of salvation; nevertheless, based on Scripture, some governing and teaching roles within the church are restricted to men.

**Healthy Leadership:** We are healthy, high-capacity individuals. We maintain our spiritual, emotional, relational, mental, and physical health by keeping our priorities straight. We live up to our commitments to others and live lives of integrity, at home, at church, and in the community.

**Equip Future Leaders:** We will train, equip, and empower young leaders in all ministries to remain relevant and effective, both for today, and for future generations.