

# Life Changers International Church

## Job Description

Job Title: **Receptionist**

FLSA Status: Nonexempt

Dept: Pastoral Care Dept.

Date: January, 2018

Reports to: Co-Director of Operations

### Summary

Serve as the initial face and voice of Life Changers International Church during work hours, screening all incoming calls and directing them to the appropriate department. Greet and welcome all visitors with grace, kindness and professionalism, ensuring the safety of the lobby. Follow guidelines of having all visitors sign in and out, wearing Visitor ID's, completing paperwork as required. Handles all incoming mail and packages and coordinate calls and distribution with all staff.

### Essential Job Functions

- Answer all incoming calls and properly direct them to the correct departments or extensions. Screen calls in order to direct them to: GDM product order, Valeo call, Accounting call, Vendor calls, Prayer Line or Pastoral Care (needs of people attending the church) etc.
- Screen incoming visitors before buzzing them into the building, verifying who they are meeting. Contact staff members for visitors/appointments.
- Receive, date stamp and arrange for pick up all incoming mail and packages
- Log in all packages from FED EX/UPS. Email the person/department that they will need to pick up their delivery and have them sign off on receiving it.
- Welcome all Community Service workers and have them complete required paperwork, contacting Mgr of Facilities when completed. Oversee the sign in/sign out process w/ CSW's, monitoring their required hours of work. Notify Mgr of Facilities when hours are completed. Re-instate or provide information to Cook County courts as requested. Complete monthly time log for CSW's.
- During the school year, greet extended care parents who are arriving to pick up their child from 4-6pm, and have them sign in and receive a Guest ID. Maintain and utilize the "Authorized Pick-Up Person Binder" with extended-care staff cell numbers. Communicate with these individuals to coordinate pick up.
- For Food Pantry visitors, have them fill out an information form at reception. Enter all forms and information into the computer for each family receiving food from the Food Pantry. Post weekly calendar for volunteers and guests.
- Direct all facility requests or needs to the Mgr of Facilities at ext. 1067.

- Ensure a 5 minute early arrival to be prepared before shift. When leaving, transition issues at reception to the next receptionist or volunteer with notes or messages so that follow-up with important matters, people, and/or packages will be accomplished.
- Oversee Lost & Found by labeling items turned in, recording the date it was received and place in correct bin. Check items for identification and make every attempt to contact the person. Monitor bins monthly and clean out after 30 days.
- All Com Ed/Allied/Utilities personnel need to present a work I.D. unless we are familiar with them. All guests and person(s) who are volunteering must check in/out at the receptionist desk and sign in to receive a badge.
- Receive and process benevolence applications- copy applicant's utility bills, lease or other financial information required, and handle application with all confidentiality and privacy.
- Order office supplies, look up items for multiple quotes as well as order main break room supplies for general staff.
- Other duties as assigned, including occasional over time work.

## Requirements

- Have a vibrant personal relationship with Jesus Christ, having a saving faith in Jesus Christ and have answered His call to commitment of service. Must demonstrate full understanding and wholehearted agreement with Life Changers International Church Statement of Purpose, Vision and Culture. Be a member of the Church and attend Sunday and Wednesday services.
- Successful customer service/receptionist experience, minimum 1 year.
- Must possess excellent communication skills, maintaining professionalism and representing the spirit of LCIC and Valeo Academy. Demonstrated skill in efficient and effective verbal skills. Be able to develop rapport with clients and remember personal information communicated.
- Be able to multitask, handling interruptions and all types of customers. Must possess computer skills with word processing and spreadsheet applications and be detail oriented. Be able to work under pressure and will all types of personalities. Be organized and neat with work at the front desk.
- Be able to speak intelligently about the church and what it represents, displaying loyalty to the church.  
Must be discreet and tactful when faced with intimate or shocking information, maintaining private information securely.
- Must be able to sit for long periods of time, able to manage the flow of phone calls, visitors, people, interruptions, with a smile and professionalism at all times.
- Minimum of high school education required.
- Physical Requirements: Be able to lift 5 lbs daily. Have physical dexterity to take phone calls and work on the computer at the same time. Be able to bend, sit, stand and reach in this position.

