

# Alliance Friends Church

## Job Description

### OFFICE RECEPTIONIST

CLASS TITLE: Office Receptionist

REPORTS TO:

Executive Pastor

EFFECTIVE DATE:

FLSA STATUS

NON-Exempt

#### GENERAL SUMMARY:

The primary function of the Office Receptionist is to be a positive first impression for those who enter Alliance Friends Church. The Office Receptionist shall have a positive spirit and friendly smile for all who enter the doors of Alliance Friends Church and represent the church as they relate to the mission, vision, and objectives of Alliance Friends Church. The Office Receptionist will work under the direct supervision of the Executive Pastor.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide a friendly and welcoming presence to all who enter the AFC.
- To answer the phone and direct the caller to the proper staff member.
- To assist the Office Manager in day-to-day tasks as assigned.
- The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Senior Pastor.

#### PERFORMANCE EXPECTATIONS

- The Office Receptionist must express the outward fruit of a personal relationship with Jesus, such as prayer, Bible study, ministry involvement, and tithing. They must be a person of honor and trust, who models obedience, grace, and spiritual maturity that others can follow.
- Christ-centered behavior always, i.e. treating people with dignity, respect, compassion and integrity; exhibits a commitment to execute all responsibilities with quality and excellence.
- Exhibits high level of ethics, integrity, and professionalism in all dealings; maintains the strictest confidentiality.
- Arrive to work on time, maintains an orderly reception area, answers the door, answers all calls promptly and courteously and transfer to the appropriate staff.
- Remains in the reception area unless a temporary replacement is available to cover phones, doors, and reception area.
- Regularly attends a Sunday morning AFC service; regular involvement in AFC activities, ministries, and events; attends all mandatory meetings.
- A tithe of at least 10% to AFC.
- Demonstrates effective and efficient use of AFC resources; shows thorough familiarity with and understands AFC resources sufficiently to appropriately direct inquiries or provide appropriate information in a timely, professional, and collegial manner.
- Pleasant and professional personality and appearance.
- Exhibits good judgment in decision-making, based on AFC guidelines and values, directives found in the Personnel Handbook, and in alignment with AFC-ER Faith & Practice.
- Shows initiative to anticipate and attempt to resolve all problems/issues/needs while maintaining essential services.
- Pursues continuous learning to improve job skills and obtain requisite knowledge and capabilities to support AFC goals and objectives.

- Works effectively and cooperatively with others, demonstrating ability to work well in team-based efforts, completes reports and assignments by set deadlines or in a timely manner.
- Represents the church well on social media including all personal accounts.
- Maintains knowledge of Equal Employment Opportunity (EEO) laws, particularly regarding equal and fair treatment of all people; strives to maintain a non-intimidating, harassment-free work environment.

---

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of Alliance Friends Church policies and procedures, structure and process.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar with writing, editing and proofreading skills. Ability to write clear, legible, accurate and concise reports to effectively and professionally present information. Demonstrated ability to read and understand policy and procedure. Public speaking skills necessary for presenting information.
- Outstanding communication and interpersonal skills with the ability to effectively present information and respond to questions from various constituents including pastoral staff, church congregation and the public in a friendly and informative manner. Demonstrated ability to consult and collaborate with other staff and church leadership.
- Ability to handle sensitive inquiries and maintain confidentiality of all information.

---

### **MINIMUM QUALIFICATIONS**

A High School diploma. A Minimum of Spiritual giftedness consistent with the expectations of the position with demonstrated management skills to include planning, organizing and execution as well as effective communication with individuals and groups to influence outcomes with skill to coach and mentor others.

---

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

---

### **WORKING CONDITIONS**

Able and willing to work hours required and cover the office when the Office Manager is away.

---

### **RELATIONSHIPS AND ACCOUNTABILITY:**

Directly reports to the Executive Pastor. Regularly accepts direction from the Executive Pastor. Interacts with the church congregation and the public.

---

### **EEO STATEMENT**

Alliance Friends Church is fully committed to Equal Employment Opportunity for its employees and applicants for employment based on merit without regard to race, gender, color, national origin, age, physical or mental disability, citizenship status, veteran status or any other basis protected by Federal, State or Local law, ordinance or regulation. Alliance Friends Church is also fully committed to its religious distinctive and as a religious organization, is permitted by federal and state law to employ persons of religious beliefs, to require its staff to adhere to Alliance Friends Church Statements of Faith, and to enforce a religiously based statement of responsibilities for employees. Alliance Friends Church will follow this policy in recruitment, hiring, testing, certification, promotion, layoffs, returns from layoffs, demotions, terminations, training, performance evaluations, and leave. Alliance Friends Church provides a work environment free from discrimination and harassment, and where employees are treated with

respect and dignity. When a conflict occurs, Alliance Friends Church promptly addresses the matter. Should an employee feel they have been unfairly treated, they should report the matter to the Senior Pastor or Chair of the Board.

---

#### **DISCLAIMER**

The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

---

#### **ACKNOWLEDGEMENT OF RECEIPT**

I acknowledge I have received a copy of this job description. I understand the duties and am fully able to meet the requirements and perform the essential functions of this position, with or without reasonable accommodations.

---

Employee Signature

---

Date

---

Print Name