



## Receptionist Job Overview

*Qualifications for employment at Fellowship Bible Church include having made a life commitment to Jesus Christ and having a work history and a lifestyle that are consistent with biblical principles. Must be an existing member or willing to become one.*

Job Title: Receptionist  
Department: Administration

FLSA Status: Non-Exempt  
Reports to: HR/Risk Director

**Position Summary:** Responsible for serving at the front office desk of Fellowship Bible Church (FBC) as the initial contact with FBC attendees, visitors, seekers, vendors, and the local community as well as those who call in from around the world. This position requires, alertness as to current activities scheduled by the ministries to those who call or visit the office, answering questions as efficiently as possible, performing as a general “secretary” with various assigned duties while remembering that we are representatives of FBC and the Lord we serve.

### Essential Skills & Experience:

- Excellent organizational skills.
- Seasoned experience using Microsoft Office.
- Track record with diligence in following through on tasks and projects.
- High verbal and written communication skills.
- Excels at prioritizing well and anticipating future needs.

### Position Responsibilities:

- Answering phones and directing calls to the proper party while being courteous, informative, and helpful; greeting visitors and acting on requests made, providing addresses, phone numbers, general information regarding church activities, or directions to the church; assisting FBC Staff with administrative duties.
- Checking and providing minor repairs on copy machines, network printers, postage machine (refilling paper, toners, cartridges); fixing paper jams, calling for major repairs, as needed.
- Receiving and distributing information from members regarding illness, injury or death in families; follow-up on more serious cases; notifying staff, elders, Stephen Ministry Director, and the person handling the Sunday bulletin.
- Maintaining a supply of greeting cards and ordering flowers/plants when needed.
- Sending e-mails to staff and elders, with special prayer requests involving staff or members.
- Restocking break room with necessary supplies (coffee, etc.); reorganizing cupboards weekly from usage of stored supplies.
- Receiving and distributing mail when received (UPS or other deliveries) and deliver mail to Roswell mailbox.
- Preparing and emailing new staff phone extension list and staff birthdays/anniversaries list.
- Able to react with composure in a stressful situation and make independent decisions on matters of a lesser nature.

### Spiritual Gifts:

- Administration
- Service
- Hospitality