

JOB DESCRIPTION



CHRIST CHURCH
EPISCOPAL

Job Title: Receptionist
Hours: 20 Hours per Week
Primary Job Location: Christ Church Episcopal, Greenville, South Carolina
Date Revised: March 2021

Ministry Summary

Consistent with all other positions at Christ Church, the goal of this position is to enable others to obtain a closer union with God.

The Receptionist will create a welcoming and hospitable environment, connecting parishioners, visitors and staff who contact us via telephone, email or personal visit to the people, location, or information they need.

The duties of the office will be performed with a focus on teamwork, service, communication, collaboration and engagement with staff and parishioners alike to foster an environment of Christian service with an emphasis on ways to continuously improve.

Position Description

The Receptionist's responsibilities are to

- Answer telephone and emails professionally and compassionately and direct the inquirer to the appropriate people, resources, or links.
- Greet visitors with joy and assist them with their requests.
- Assist with administrative duties as necessary, including nametag ministry, database maintenance, mailings and bulletins.
- Assist parishioners when they have technology issues, including helping them register for events, and directing them to persons who can help them join classes and meetings online.
- Perform other duties as assigned by the Rector or his designee.

Reporting Relationships

This position reports to the Data Integrity and Administration Coordinator.

Other Key Relationships

Internal: Rector, Senior Associate Rector, Parish Administrator, Church Staff, Vestry, Parishioners

External: All people who contact Christ Church in person, email or on the phone

Essential Job Functions and Primary Responsibilities-

- Setup and maintenance of the database
- Assist staff, volunteers and parishioners with database and app usage, training and access
- Program, troubleshoot and schedule maintenance of the phone system
- Supervise and train paid and volunteer receptionists
- Organize Admin Cohort group and administrative coverage
- Provide administrative support for hiring, onboarding and offboarding
- Perform other duties as assigned by the Rector or his designee

The Receptionist's duties and responsibilities outlined above may be changed or altered as parish needs change and/or at the discretion of the Rector or Wardens of the parish.

Required Competencies

- Computer literate with knowledge of MS Office and databases and the ability to learn new software quickly
- Must pass background and drug screening
- Ability to remain calm during stress or a pastoral emergency

Personal Qualities

- Naturally welcoming and hospitable
- Reliable and regular in attendance in working hours
- Lives into his/her faith
- Lives into the Church's Core Values of Inviting to All, Grateful, Faithful, Compassionate, and Community
- Self-motivated, organized, detail-oriented and able to prioritize, plan and manage multiple tasks
- Excellent verbal and written communication skills
- Excellent interpersonal skills and collaborative management style
- Excels at operating in a fast-paced, diverse community environment
- Excellent people manager, open to direction and commitment to task completion
- High comfort level working in a fluid environment
- Seeks continuous improvement of self and the ministry
- Able to maintain confidential information

To apply for a position, send resume and cover letter to rcuddy@ccgsc.org. For additional information, please call the Parish House at 864.271.8773.