



## **JOB DESCRIPTION**

**Title:** Substitute Receptionist  
**Department:** Support Services  
**Reports To:** Receptionist Coordinator  
**Pay Status:** Hourly Non-Exempt

**General Summary and Objective:** This role is a substitute position covering meetings, staff events, appointments, vacations, and sick days for the full-time receptionists at the Church and Counseling Center. The Church reception desk responsibilities include greeting and assisting all incoming calls and guests and fulfilling light administrative duties. The Counseling Center responsibilities include answering phone calls, providing administrative support to the counseling staff and their clients, maintaining the highest level of confidentiality, except in situations in which harm to the client or to someone else is possible. The position is not required to attend mandatory staff meetings and events, unless requested to do so.

### **Essential Church Campus Functions:**

- Greet & assist guests and members as they enter the building with a welcoming demeanor
- Answer incoming calls in a professional manner using wisdom and discernment
- General security and awareness
- Update Hospital reporting list
- Receiving and directing placement of deliveries UPS, FedEx, Office Depot etc....
- Fulfill occasional administrative duties

### **Additional Church Campus Responsibilities:**

- Performs occasional administrative duties to assist other departments during busy seasons. These duties are functions that can be performed at the reception desk.

### **Essential Counseling Center Functions**

- Provide administrative support to the counseling staff
- Answer incoming phone calls, listen to any received voice messages and return calls within 24-hours of receipt at the center
- Greet clients as they enter and leave the center
- Schedule appointments for clients both on the phone and in person
- Maintain schedules for each counselor
- Process and record payments made by clients, including cash, check and credit card transactions
- Assist clients with checking out books and other resources
- Pray for clients, in person or on the phone, who are in distress

**Additional Counseling Center Responsibilities:**

- Maintain an orderly, professional, peaceful waiting area for clients, when possible
- Stock forms needed for clients
- Make coffee, and keep dishes clean and put away

**Requirements (knowledge, skills, abilities, education, etc.)**

- Fully committed follower of Christ
- Champion of vision, values, and culture of Crossroads Christian Church
- Ability to work in harmony with other staff members
- Exceptional model of personal integrity and confidentiality
- Ability to convey a positive professional image
- Demonstrate confidence in computer use, including Word, Excel, database type software
- Must be self-motivated, and able to prioritize responsibilities

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, use hands and fingers, and reach with hands and arms. Ability to perform light lifting and cleaning is required.

**Position Type/Expected Hours of Work**

This is a part time substitute position for the Church and Counseling Center receptionists. Hours needed would vary during the normal operating hours of the Church and Counseling Center. Average hours could range from 4 to 10 with more hours during peak times.

Normal reception desk hours of the Church are Monday to Friday 7:30 AM – 4:00 PM.  
Counseling Center normal hours are Monday – Friday 8:30 AM – 5:30 PM.

**Travel**

This position does not require domestic travel.

*January 15, 2020*

*The statements listed are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of duties and requirements. This does not establish a contract for employment and is subject to change at the discretion of the employer.*