

Receptionist



DETAILS

Department: Executive Offices

Type: Regular, Part-time (32 hours) | Hourly | Non-Exempt

Schedule: Mon – Thu (8:30 AM – 4:30 PM) with potential occasional weekend responsibilities

Reports To: Executive Admin

Supervises: Reception Desk Volunteers

POSITION OVERVIEW

The Receptionist serves as the first face and voice of Grace Community Church, creating a warm, welcoming impression for every person who walks through our doors or reaches out by phone. This role goes well beyond answering phones — we're looking for someone with strong administrative skills, or the heart and willingness to develop them, who brings a positive attitude, strong communication skills, and a servant's heart to a busy and ever-changing ministry environment.

This individual will manage daily reception operations, provide administrative support to church staff across departments, respond to community care requests, and keep the reception office running smoothly. This role works largely independently and coordinates volunteer coverage at the front desk to ensure consistent staffing throughout our open office hours each day. Because ministry needs are ever-changing, the right candidate will be flexible, proactive, and eager to step in wherever needed.

PRIMARY RESPONSIBILITIES

Reception & Guest Experience

- Serve as the primary point of contact for all visitors, greeting each person warmly and directing them to the appropriate staff member or ministry area.
- Answer and manage all incoming phone calls professionally and with a helpful, Christ-honoring attitude, screening and directing calls appropriately.
- Review, respond to, and redirect voicemails, emails, and online inquiries in a timely and friendly manner.
- Maintain a working knowledge of all GCC ministry programs, events, and staff so that accurate information can be shared with anyone who inquires.
- Maintain the phone system, ensuring voicemail greetings are current and that any technical issues are reported and resolved promptly.

- Be familiar with our church website and assist visitors in navigating it as needed.
- Respond to benevolence and care requests within established church guidelines, connect individuals with appropriate resources, and accurately track all requests in the church database.
- Recruits, schedules, and manages volunteers and their performance.

Administrative Support

- Provide flexible, reliable administrative support to staff members and ministry departments as workload and needs require — this may include scheduling, document preparation, data entry, correspondence, and other assigned tasks.
- Distribute daily mail and accept deliveries, notifying staff promptly when packages or correspondence arrive.
- Assist with mailing preparation as needed, including operating the postage machine and coordinating timely mail-outs of church communications.
- Organize and maintain office supply inventory for church-wide staff use, placing orders as needed with supervisor approval.
- Support other administrative team members during high-volume periods, special events, or staff absences — stepping in wherever needed with a can-do attitude.
- Manage multiple priorities simultaneously with accuracy and efficiency, maintaining a calm and organized presence during busy periods.
- Additional duties as assigned.

Communication & Coordination

- Communicate clearly and professionally in person and in writing, always representing Grace Community Church with warmth and integrity.
- Coordinate with ministry leaders, staff, and volunteers to ensure smooth day-to-day front desk operations.
- Handle sensitive conversations and information with discretion and confidentiality, especially those involving personal or financial care requests.
- Proactively communicate needs, issues, or opportunities for improvement to the Executive Admin.

ONGOING EXPECTATIONS

- Continue to grow as a follower of Christ, so that what you do overflows from your relationship with Him.
- Faithfully give to the Lord through Grace in a way that is consistent and sacrificial, following the first fruits principle, with a tithe as a benchmark to grow towards.
- Live out Grace church's values in relationships with other staff, the congregation, and the community.

- Attend Grace weekend services regularly.
- Serve at “all hands on deck” programs (Christmas, Easter, and others as directed)
- Regularly engage with those who do not yet know Jesus (our Ones) to share our faith.
- Regularly recruit, train, and encourage volunteers to serve in ministry at Grace.
- Be a member of Grace Community Church or become a member within 6 months of employment.

QUALIFICATIONS & REQUIREMENTS

Education & Experience

- High school diploma or equivalent required; some college or additional training preferred.
- Minimum of two years of reception, administrative, or office coordination experience required.
- Prior experience in a church, nonprofit, or ministry environment is a strong plus.

Skills & Abilities

- Exceptional administrative and organizational skills with strong attention to detail and the ability to manage multiple tasks and shifting priorities simultaneously.
- Outstanding verbal and written communication skills — professional, warm, and clear in all interactions.
- Highly proficient in Microsoft Office Suite (Word, Excel, Outlook); experience with Adobe products a plus.
- Comfortable learning and working within database systems; experience with church management software is a plus.
- Proactive self-starter who anticipates needs and takes initiative without being asked.
- Strong interpersonal skills with the ability to connect warmly with a wide range of people, including those in difficult or sensitive situations.
- Ability to remain calm, focused, and organized under pressure or during unexpected situations.