



Receptionist Part-Time

Reports to: Administrative Manager
Prepared by: Human Resources

Non-Exempt
July 2019

SUMMARY:

The Receptionist is responsible for providing excellent customer service in the areas of reception, switchboard operation and office services to support church operations. This position supports the Administrative Department and serves as backup when necessary. This is a part-time, non-exempt position which reports directly to the Administrative Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer switchboard and direct caller to the appropriate staff person, if necessary; answer general questions about church events, monitor phone communications (voice mail messages) and greet and announce visitors.
- Assist Customer Care Coordinator with tasks such as preparing staff phone extension directory updates,

CORE COMPETENCIES REQUIRED:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Excellent customer service, interpersonal, verbal and written communication skills. Exhibit a professional, courteous, tactful and friendly personality.
- Proficiency in office technology, including Microsoft Office and standard office equipment including computers, phones copy and fax machines, etc.
- Detail-oriented, ability to multi-task and possess good time management skills.
- Self-directed, ability to use initiative; resourceful and able to work with minimal supervision.
- Ability to work in a team environment. Ability to create positive working relationships with a diverse group of people and volunteers including gender, ethnicity, age, sexual orientation, culture and skill level differences.

EDUCATION AND/OR EXPERIENCE:

High School diploma, university degree, or administrative certificate preferred. A minimum of three years of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. The ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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.

While performing the duties of this job, the employee is regularly required to sit and talk.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Equal Opportunity:

Alfred Street Baptist Church is an Equal Opportunity Employer and does not discriminate due to age, sex, religion, race, color, national origin, disability, marital status, veteran status, or any other factor prohibited by law. Qualified candidates of all backgrounds are encouraged to apply.

How to apply: Submit a resume and cover letter to, Human Resources, 325 South Patrick Street, Alexandria, Virginia 22314 or email careers@alfredstreet.org