

POSITION TITLE: Receptionist/Data Specialist

Accountable to: Ministry Coordinator of Programming

STAFF CATEGORY: Non-Exempt/34 hours per week (Permanent Part-time)

SUMMARY: This position provides primary reception and secretarial assistance. The receptionist operates a multi-line telephone system to receive incoming calls and distribute calls to appropriate personnel and provides primary data entry and management for the 18,000+ constituent database.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following. Other duties may be assigned.

Reception

- 1. Retrieve messages from voice mail and forward to appropriate personnel.
- 2. Answer incoming telephone calls; determine the purpose of callers, and forward calls to appropriate personnel.
- 3. Receive telephone product orders and event registrations or transfer calls to available support staff.
- 4. Receive and deliver messages for transfer calls to voice mail when appropriate personnel are unavailable.
- 5. Answer questions about the organization and provide callers with address, directions, and other information.
- 6. Welcome on-site visitors, determine nature of the business, personally assist guest and/or announce visitor to appropriate personnel.
- 7. Monitor visitor access.

Secretarial

- 1. Open mail, record checks and distribute mail.
- 2. Maintain databases: Membership/Connection; Local Presidents; State Treasurers.
- 3. Assist with annual mailings as directed by the Ministry Coordinator.
- 4. Provide secretarial support as directed by the Ministry Coordinator.
- 5. New Group Intake and Follow-up.
- 6. Other tasks as requested by the Ministry Coordinator or Executive Director.
- 7. Maintain copy and stamp money
- 8. Contact person for copier/printer and fax maintenance.

Clerical

- 1. Send, retrieve and route faxes.
- 2. Perform other clerical duties as needed, such as filing, photocopying and collating.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS – 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.

- Ability and willingness to work in a Christian environment.
- Exhibit a strong appreciation and support of Christian Women Connection and the Church of God (Anderson, IN).
- Excellent phone etiquette and customer service skills.
- Demonstrate skills in task-organization and attention to detail.
- Excellent proofreading skills and data entry skills.
- Demonstrate the ability to be self-initiating in tasks and procedures.
- Ability to handle stress and pressure constructively.
- Ability to relate well to peers and superiors.
- Ability to work independently, yet function as a team player.
- Ability to relate effectively with individuals of diverse ethnic and cultural background.
- Excellent interpersonal skills comfortable and confident in one-on-one exchanges.
- Excellent computer skills with proficiency in Microsoft Office Suite software.
- Experience with computer publishing program is helpful.

EDUCATION AND/OR EXPERIENCE

- Experience as a receptionist, secretary or related positions.
- Previous switchboard or multi-line experience.

RELATIONSHIPS

Assist entire office with smooth and accurate communications.

LANGUAGE SKILLS

Strong verbal and written communication skills.

PHYSICAL DEMANDS – The physical demands described herein 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.

WORK ENVIRONMENT – The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job.