

# Role: Receptionist

**Responsible to:** Office Administrator

**Benefits:** Medical, Dental, HSA, 4013b with match

**Oversees:** Front Desk, Lobby

**Business Hours:** Monday-Thursday 8:00-4:00, Friday 8:00-12:30

**Member of Teams:** All Staff, Operations

**Relates closely with:** Director of Operations, Communications Manager, Executive Pastor

## Purpose

To provide a superior first impression to those that walk through our front door.

## Responsibilities

- Answer phones and transfer to appropriate staff
- Respond to Voice mails on the main line and emails that come through [info@ehills.org](mailto:info@ehills.org). Forward to staff as necessary
- Greet and check-in all visitors. Provide a warm and welcoming presence. Special check-in procedure for preschool
- Anticipate the needs of people pulling up or coming in (carts, help with the door....)
- Watch doors and notice all who are coming/going - security
- Contact staff when someone is here to meet with them.
- Keep the "Who's in?" board up to date
- Interact with vendors, contractors, and professional service people to receive orders, direct activities, and communicate instructions
- Coordinate front desk and lunch coverage. Maintain relationships with point crew.
- Contact Facilities or other staff members as needed.
- Bring in Mail
- Turn on the appropriate iPads for daily check-in
- Assist in managing JMLB Inventory
- Monitor things that are dropped off, only accepting items that we have asked for (i.e. groceries for Marketplace, clothes at designated times, Zambia stuff, backpacks,...)
- Projects as requested by others (program inserts, Holiday bags, projects for kids, burning rope, counting keys, filling eggs,...)
- Be familiar with Emergency procedures and panic button.
- Notify staff when packages are delivered.

- Type and distribute prayer requests from the weekend on Mondays and all during the week as they come in
- Proofreading for Communications Manager and Executive Pastor as needed
- Add contacts to Mailchimp for ministries
- Hang signage in downstairs restrooms
- Manage and assist with updates in database systems
- Orders from Staples, Sam's, and King Soopers, Amazon
- Watch grocery carts out front and exchange them when full.
- Print off a weekly event list for all deskies to refer to
- Keep Connector racks filled.
- Administrative duties for Care: maintain the sympathy list; update card care team; write cards and coordinate the delivery of Grief bags 4-6 times per year; weekend care cart
- Administrative duties for Missions: Coordinate the packing of backpacks on Wed/Thurs during the school year; Marketplace logistics per Kelvin
- Lost and Found: Sort, pitch, and donate at the end of each month
- Other tasks and projects as assigned by the Director of Operations and Office Manager