



# COLONIAL PRESBYTERIAN CHURCH

## Receptionist and Office Manager – OP and SKC Campus

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### JOB SUMMARY

This **part-time dual role position** represents Colonial Presbyterian Church as both the initial greeter and the “go-to person” for visitors, congregation, and staff at the Quivira Campus location and the South Kansas City Campus location. As such, a Godly and gracious spirit is essential, as well as proven computer, telephone, and administrative skills to manage a variety of specialized software and to provide administrative support to personnel at Quivira and South Kansas City.

The primary responsibility of the Overland Park (OP) Campus Receptionist and Office Manager is to serve as Events Scheduler for the Quivira Campus (on and off campus) as well as outside group events, assisting in all set-up requirements, assigning necessary resources, and processing related costs.

The primary responsibility of the South Kansas City (SKC) Campus Receptionist is to answer and transfer all incoming calls to the SKC campus and to greet visitors. To efficiently handle the phone and visitor requests, this person needs to be knowledgeable of all current and upcoming church events, and programs. The Receptionist at the SKC Campus is also responsible for posting all outgoing mail and distribution of incoming mail. The Receptionist also assists other ministries as needed and must be able to handle a variety of unplanned situations or requests.

### WORKING RELATIONSHIPS

Reports to: Associate Pastor – OP Campus

Reports to: Events Scheduler and Ministry Support – SKC Campus

Supervises: N/A

Teams with: OP Ministry Staff, SKC Ministry Staff and Maintenance Staff at both Campuses

Office Hours: **Monday (SKC Campus), Tuesday and Thursday (OP Campus) – 8:00 am to 5:00 pm**

Total Hours: 24 hours per week

## DUTIES & RESPONSIBILITIES – Position - OP Campus

1. Maintain presence in the front office, other than during excused break times, for awareness of persons entering the building and for providing necessary services as listed below
2. Acknowledge visitors and incoming calls quickly, kindly, graciously, providing information or help that is within the job scope to provide, or, in the same spirit, connecting the visitor/caller to other appropriate staff members(s) as needed.
3. Sort and distribute incoming mail; affix postage to all outgoing mail; as backup to other position, order supplies.
4. Initiate Payment Authorization for OP Campus Sunday Security Guards and provide updates to Security Guards for unique church events and changes in Sunday services
5. Reserve church vehicles and distribute appropriate keys
6. Reserve Anker Conference speaker for meeting use
7. Daily review of the Win/DSX and HVAC systems monitoring and maintaining the database for the electronic security door system (ACS) including door overrides and heating/cooling for the building as needed according to event scheduling.
8. Program electronic key cards for approved personnel; distribute and collect cards as necessary
9. Produce reports to assist in determining entry into various monitored locations in cases of breeched security entry.
10. Monitor and maintain supplies for the coffee machines; ensure weekly cleaning occurs
11. Provide administrative assistance for the Quivira staff and congregation as required. This will include creating reports, listings, and labels, as well as copying, envelope stuffing, and other projects as assigned
12. Miscellaneous: Oversee LH issues as needed.
13. Support preschool staff with copier use when needed. Ensure paper is in copier each workday.
14. Maintain awareness of Food Pantry and other citywide support numbers for emergency use by visitors or attendees.
15. Print set-up worksheets of the Quivira campus for maintenance and post daily event sheets as a **backup** when (*other receptionist/office manager*) is on vacation or out of the office
16. Work in harmony with others on the staff
17. Perform other duties as assigned

## DUTIES & RESPONSIBILITIES – Position - SKC Campus

### Phones

- Handle all incoming calls by either transferring them to the correct staff person or trying to assist them with their requests. Calls are occasionally forwarded from the OP campus.

### Mail

- Process all outgoing mail, maintain the postage machine, and ensure adequate supplies are available. Distribute all incoming mail and packages.

## Daily tasks

- Send daily an email list of staff members out for the day, as well as acknowledging any staff birthdays.
- Be knowledgeable about both the security cameras, emergency procedures and any alarm alerts.
- Assist other ministries with any projects as needed. Ongoing regular duties are scheduled for the Colonial Cares Ministry.

## Food Pantry

- Be able to answer questions about the requirements of Colonial's food pantry and direct clients to the correct location.
- Interact with the volunteers during pantry days (if applicable) as well as with our many volunteers who deliver food from various stores.

## Order Office Supplies

- Monitor office supply cabinets and order supplies as needed from the most economical vendors.
- Requests are also handled for preschool and individual staff.
- Process supply invoices and remit to accounting department for payment.

## SKILLS & REQUIREMENTS

- A personal relationship with Jesus Christ as Lord and Savior and a calling to serve Him and His church through Colonial Presbyterian Church
- Proven customer service skills
- Professional appearance and demeanor
- Pleasing phone voice and etiquette
- Warm, outgoing personality that enjoys connecting with strangers as well as regular staff and members
- A depth of knowledge or willingness to learn about Colonial Presbyterian church, its history, structure, basic beliefs, worship and ministry opportunities, and its members and staff
- Flexibility, ability, and willingness to multitask, problem solve, and be the "go-to" person for a variety of situations
- Good knowledge of Microsoft Office, particularly Word, Excel, Outlook, and internet
- Good communication and people skills
- Organizational and time management skills
- Ability to handle multi-line phone system and use pager
- Basic math skills
- Ability to work with many interruptions and distractions
- An attitude of teamwork and cooperation

**AGREEMENT AND APPROVALS**

I've read and understand the duties and responsibilities of this position.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

We endorse the above for this position and affirm our support to help them achieve the ministry they have accepted.

CAMPUS PASTOR \_\_\_\_\_ Date: \_\_\_\_\_

EXEC. DIRECTOR \_\_\_\_\_ Date: \_\_\_\_\_

HUMAN RESOURCES \_\_\_\_\_ Date: \_\_\_\_\_