

# OPERATIONS RECEPTIONIST/OFFICE COORDINATOR

## GENERAL DESCRIPTION

Provides high-quality administrative support to the Operations Team by managing data, handling inquiries, and performing clerical functions such as answering phones, preparing correspondence, scheduling meetings, database entry, and monitoring administrative projects. This position also includes coordination of all office needs.

This position requires exceptional organization and time-management skills, good judgment, discretion, effective communication, and identifies and addresses ministry needs to excel in preemptive support of the team.

**Classification:** Non-Exempt; Hourly // **Status:** Full Time (35 – 40 hours) //

**Team:** Operations // **Supervisor:** Employee Relations Assistant Director, Elizabeth Rios

**WORK SCHEDULE** (*Some flexibility within guidelines*):

- Monday – Thursday: 9am – 4pm
- Friday: some flexibility

## ESSENTIAL DUTIES & RESPONSIBILITIES

- Support and participate in the overall mission of the church and its implementation.
- Serve as main receptionist for the office which includes answering all incoming calls and greeting and assisting visitors.
- Resolve administrative problems by analyzing data, identifying solutions, and communicating appropriate information.
- Schedule meetings including reserving meeting rooms for staff needs.
- Coordinate ministry interviews, various staff training, and meetings.
- Serve as office coordinator (coordinate all office needs; trouble shoot various issues such as copier, laminator, and other office devices).
- Order all office supplies which may include various ministries' needs.
  - Place Costco orders, verify receipt of all items, complete expense report.
- Serve as the primary ministry CCB (Church Community Building) coordinator, provide data input and reporting to ensure the team is current and in compliance with approved Rock Point policies and procedures.
- Serve as the ministry liaison to other teams and centralized areas of coordination.
- Other various administrative duties as assigned by the Lead Director, Senior Finance Director, Finance Director, Employee Relations Director, and Coffee Shop Manager.
- Attend Ministry meetings, Staff meetings/hangs as well as Administrative Assistant meetings.

## COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- **Judgment** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

## REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- Minimum of 1 year Administrative or Volunteer Experience
- High School Diploma or GED
- Proficient with computers, including Internet, Email, Microsoft Office
- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

## **PREFERRED REQUIREMENTS**

- Minimum 3 years Receptionist/Office Coordination Experience
- Proficient in Microsoft Office 365
- Working knowledge of Concur Expense System
- Working knowledge of Church Community Builder

## **PHYSICAL REQUIREMENTS**

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 25 pounds).

## **PERSONAL LIFE REQUIREMENTS (POST HIRE)**

- Model biblical understanding and maintain a consistent personal devotional life;
- Model biblical commitment and become a covenant member of Rock Point Church;
- Model biblical family life before the body and regularly attend worship service with your family;
- Model biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model biblical community; and
- Model biblical generosity and financially support Rock Point Church.