

RECEPTIONIST ROLE DESCRIPTION

A Receptionist ensures a positive, well-informed first impression for all who visit or call our campus and provides administrative support for the departments of the church.

RESPONSIBILITIES

Provide Fantastic Service to Attenders, Guests, and Staff

- Create a welcoming environment at both the upstairs and main floor reception areas
- Ensure calls are routed correctly and provide fantastic service
- Manage phone calls, email, voicemail, and communication requests in a timely, thorough manner on behalf of the church and school
- Build trust by maintaining confidence of information
- Demonstrate professionalism, discretion, and a service-orientation in all interactions

Uphold All Safety and Security Protocols

Utilize Church and School Databases (Fellowship One and RenWeb)

- Look up and update contact information
- Produce reports
- Leverage the tool to provide accurate data to callers

Serve and Support Volunteers

Complete Other Duties Assigned by Supervisor

Model Servant Leadership and Exhibit a Helpful, Joyful Attitude

Model a Growing and Vibrant Relationship with Christ

- Pursue full devotion to Christ and live the life we are inviting others to live
- Manifest the fruit of the spirit in work habits and relationships
- Pursue spiritual growth through community and a consistent, fruitful devotional life
- Embody other-centered, servant-leadership in all interactions
- Reflect Christ's heart for reaching spiritually lost people

Demonstrate Commitment to Cherry Hills Community Church

- Pursue church membership and live out the four commitments of active membership
- Accept and uphold CHCC's Essentials of Our Faith

Demonstrate a Commitment to Growth

- Receive and apply training and development from the Guest Services Director
- Attend Guest Services Team training, development, and teambuilding events

POSITION TYPE: On-Call