

# CHURCH AT VIERA

Job Description Form



Job Title	Receptionist / Office Support		
Reports To	Impact Director	Rev 5	Date Approved: July 2022

Level/Grade	Type of position:	
	<input type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
	<input checked="" type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt
	<input type="checkbox"/> Intern	

## PURPOSE OF POSITION

This position will act as Church at Viera's point of contact for guests who enter the CAV offices as well as those who have visited the church for a weekend service. For those who visit the CAV offices this position will welcome, inform, and direct them in a pleasant, friendly manner. For the guests who have attended a weekend service, this position will be responsible for following up, entering them into our database, and ensuring they have the information they need to take their next step in assimilating into Church at Viera.

## JOB RESPONSIBILITIES

### OFFICE RECEPTIONIST

- Answer phones and route incoming calls accordingly. Coordinate closed and holiday phone messages.
- Greet & assist guests; provide information to new guests regarding weekend services, individual ministries, and give tours of building as needed.
- Handle / route incoming & outgoing mail, deliveries, faxes, and general email
- Monitor office supply inventory and place orders as needed.
- Prepare and post signs for church events (i.e., classes, office closures, etc.)
- Recruit & coordinate office volunteers; reception & chair stuffing volunteers.

### ASSIMILATION

- Walk first time guests through the assimilation process at CAV.
- To include:
  - Contact by phone, text, or email and thank them for visiting.
  - Verify their info and enter them into CAV database.
  - Inform them on the process of getting involved at CAV and invite them to take their next step by attending Starting Point and / or joining the CREW, Small Groups, and Impact
  - Remain a point of contact for this process and follow up with guests as needed
- Act as the Assimilation liaison between our staff team and visitors of Church at Viera
- Follow up with people who have attended Starting Point and walk them through a similar assimilation process as the one listed above.

## EDUCATION

This position requires a high school diploma.

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<b>EXPERIENCE</b>			
Two years of experience in the receptionist/office area is preferred.			
<b>SKILLS</b>			
<ul style="list-style-type: none"><li>• A vital and growing personal faith in Jesus Christ.</li><li>• Align with the vision, mission, and values of Church at Viera</li><li>• Must be skilled in Microsoft Office: Word, Excel, Publisher and generic database software experience</li><li>• Must be able to type 50+ wpm and demonstrate effective written and oral communication skills</li><li>• Knowledge of and ability to use basic math</li><li>• A working knowledge of general office machinery including such equipment as copy and fax machines, postage meter, etc. Be able to assist others with equipment.</li><li>• Ability to plan, prioritize, and manage multiple tasks</li><li>• Ability to work independently to accomplish tasks without direction</li><li>• Ability to work cooperatively in a team environment</li><li>• Ability to coordinate volunteers effectively</li><li>• Ability to lift 30 pounds</li></ul>			