

Job Description

Front Desk Administrator & Financial Asst.

Title: Front Desk Admin. & Financial Asst. **Pay Status:** Full-Time

Reports To: Joe Ulveling

Department: Administrative

FLSA: Non-Exempt

Exec. Pastor

Job Summary:

This full-time position will be responsible for ensuring a positive first impression for Crosswater Community Church (CC) by serving its visitors, congregants, and members. Major duties include greeting, welcoming, and directing them appropriately. This role is also responsible for maintaining security and communications systems, answering inquiries, and directing visitors to appropriate staff personnel. Also serve as an assistant in the financial area with payables, donor receipts and parking passes.

Essential Duties and Responsibilities:

(Included but not limited to)

- Serves visitors, congregants, and members by greeting, welcoming, and directing them appropriately to CCC staff, groups, meetings, or other events and services being offered by CCC.
- Maintains telecommunications system. Responsible for quickly answering the CCC main line phone system and directing calls and answering questions, as appropriate. Responds in a courteous, patient, knowledgeable and caring manner at all times.
- Maintains security by overseeing all visitors, congregants and members that enter the building during normal business hours. Ensures people are allowed into church building and staff administration area, as appropriate. Maintains security by following procedures and monitoring logbook.
- Maintains general electronic email system for CCC (general email inbox). Responsible for answering emails and referring inquires timely and directing email to the appropriate ministry staff member or lead, as appropriate.
- Closely partners with other ministries to ensure questions that go through the front desk are handled timely, offering support when needed. Supports continuity among ministry teams by documenting and communicating actions, irregularities, and continuing needs.
- Manages all mail that comes through, signing off on mail packages and distributing mail to departments in a timely manner.
- Facilitate monthly mailers to new residents.
- Process connection cards.
- Keeps a safe and clean reception area by complying with procedures, rules, and guidelines.
- Contributes to collaborative team ministry efforts by supporting other ministries with administrative requests as needed.
- Responsible for managing and recruiting volunteers to work the front desk reception area during business hours whenever coverage is needed.
- Serve as an assistant in the financial area with payables, donor receipts, parking passes and other duties as assigned.
- Support the mission of CCC.
- Other duties as assigned.

Expectations & Preferred Qualifications:

- High school diploma and at least two years of front desk administration or administrative experience.
- Excellent customer service skills. Able to respond professionally, both verbally and electronically, in a courteous and timely manner.
- Excellent organizational skills. Ability to prioritize tasks based on urgency and other factors. Be a proactive self-directed and a problem solver, tending to problems before they arise.
- The person must have strong oral and written communication skills in order to interact with visitors, churchgoers, members, and community liaisons in a way that is professional and represents the love of Christ.

- Knowledgeable and trustworthy; ability to handle secure areas and ensure safety throughout CCC.
- Familiarity with phone systems and Microsoft Office. Experience with Planning Center a plus.
- Physical Requirements: This position is mostly sedentary. Ability to type and sit at desk and computer for 6-8 hours per day. Minimal bending, stooping, kneeling, and lifting up to 25lbs.

Supervisory Responsibilities

This position has no supervisory responsibilities.