



The Evangelical Covenant Church

JOB DESCRIPTION

Position:	Receptionist/Administrative Assistant
Mission Support:	Operations
Reports to:	Executive Director of Operations
Supervises:	None
Status:	Non-Exempt (Part-time)

Summary

The Receptionist/Administrative Assistant will provide customer service and information to the Evangelical Covenant Church's constituency and guests of Covenant Offices. This position responds to multiple inquiries from the public, using different communication mediums. Additionally, the receptionist will provide general administrative support to Operations' mission support services.

Essential Functions

- Engage in professional, hospitable, and courteous electronic, phone and in-person communication.
- Greet persons entering establishment, determine nature and purpose of visit, and connect them to corresponding destinations/person, according to building policies and protocols.
- Operate reception area equipment in answering and screening calls/emails, directing and providing information, and/or taking and forwarding messages from constituency, as deem necessary and appropriate.
- Maintain reception area organize and inviting.
- Manage reception area schedule and ensure coverage during Covenant Offices' hours of operation.
- Transmit information or documents to public, using computer, mail, website or facsimile.
- Perform general support tasks, such as: collating, transcribing, organizing, creating documents, information, presentation/binders elements, acknowledgements, celebrations, etc. in support of Operations strategies.
- Process check requests for vendors or reimbursements for stakeholders, accurately and in a timely manner.
- Operate calculators, computers or office tools to work on the developments of engagement items, timesheets, invoices, budget sheets, or other documents.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Create and insert information in support of database, web, directories, and/or OTRS maintenance.
- Expedite supply orders, as needed or required.



- Oversee meeting room schedules for Covenant Offices (reservations, setting, etc.) and provide assistance with Operations' meeting logistics and hospitality.
- Conduct online research effectively to advance Operations' efforts, effectively and efficiently.
- Other duties as assigned, by the Executive Director of Operations.

Education and Experience

Required:

- A high school degree or equivalent.
- 1-2 years in a support role, including experience in an office environment with heavy customer service emphasis.
- Valid driver's license.
- Computer and Internet proficiency. Efficient with Microsoft and Windows applications, databases development and management, and web technologies. Type a minimum of 35 words per minute.

Preferred:

- Experience in a ministry setting.
- Working in team setting, supporting multiple staff.
- Familiarity with multi-cultural settings.
- Personal engagement with the ECC (preferably minimum of 1-3 years).

Skills

- Effectively and efficiently communicate with public in both oral and written form.
- Ability to operate with discretion and confidentiality at all times.
- Works well under pressure and is able to accomplish multiple tasks, delegated by multiple staff, and at times with conflicting priorities and timelines.
- Ability to track and report progress on a wide range of tasks, simultaneously.
- Detail oriented, strong organization, prioritization and time-management skills are eminent.
- Excels in attention to detail with high level of accuracy.
- Ability to respond to and deal with a range of ad hoc queries/requests.
- Maintains flexibility in approach and adjusts actions when appropriate.
- Ability to coordinate and manage logistics for small and large meetings.
- Excellent people skills: flexible, adaptive and embracing diversity of schedules, backgrounds, formats, contexts, personalities, etc.
- Self-starter, with the ability to work independently.

Environment Conditions

Able to work well in a professional office setting. Must be versatile and able to work for prolonged segments sitting or standing. Must engage frequently with office tools and equipment, such as: computer, copier, phone, web-conferencing equipment, cell communication, printers, etc. Must be able to occasionally lift or move items, less than 25lbs.