

# Office Support / Receptionist Brunswick Church

All staff members at the Brunswick Church are expected to be faithful disciples of Jesus Christ, striving to imitate Him in action and attitude in order to build up the body of Christ.

## **I. POSITION OVERVIEW**

The Office Support/Receptionist serves a vital support function of Brunswick Church. He/she provides information / communication and office administrative support on behalf of the staff and congregation of Brunswick Presbyterian Church.

(Office hours are TBD, and will be 20 hours of coverage per week.)

## **II. CORE RESPONSIBILITIES**

This position supports the Staff and congregation regarding administrative and office responsibilities. These responsibilities include, but are not limited to:

### **Communication**

- Provide a welcoming presence
- See that visitors are greeted, and directed to the appropriate person or team, as needed
- Maintain a welcoming and orderly office space
- See that telephones are answered and messages relayed to staff
- Respond, as appropriate, to staff and congregational inquiries
- Develop weekly orders of worship and community life packets and inserts
- Assist in the distribution of congregational mailings, brochures, session packets, annual reports, and other requested communications and interoffice mail as needed
- Forward any prayer requests received via voicemail, or other means, to staff the prayer chain
- Maintain and communicate the church calendar, and calendar of facilities events / usage
- Maintain confidentiality in daily communications, especially as it pertains to pastoral and sensitive matters

### **Support / Engage with Congregation and Staff**

- Sort and distribute mail on a daily basis
- Maintain worship participation / attendance information
- Maintain and file congregational information regarding member and congregation name / address / contact information, in ACS and any other requested electronic or paper records.
- Work with Clerk of Session to keep church membership records accurate and up-to-date.
- Attend weekly Staff meetings, ensure the publication of any “action item lists” and meeting minutes.
- Maintain current mailbox assignments
- Along with the Volunteer Coordinator: identify, call, equip and engage dedicated volunteers in office support activities, according to their skills and giftings.

### **Support of the Church Facility**

- Oversee office equipment (excluding computers), recommending purchasing, leasing, maintenance and upgrading as necessary in collaboration with the Facilities Lead.

- Schedule preventative maintenance for office equipment.
- Maintain facility events / usage calendar, and alert staff and relevant parties to any overlaps and calendar discrepancies.

### **III. REQUIREMENTS / COMPETENCIES**

<b><i>Core Requirements:</i></b>	<ul style="list-style-type: none"> <li>• Office Administrative degree or equivalent experience preferred</li> <li>• Detail-oriented</li> <li>• Interpersonal skills</li> <li>• Flexibility (able to work effectively in an environment which may have spontaneous needs or unplanned changes regarding work priorities)</li> <li>• Expert with Microsoft Office Products (e.g., Excel, Word, Publisher) and proficient computer use skills</li> <li>• Excellent spelling and grammar skills</li> <li>• Excellent organization skills</li> <li>• Ability to prioritize</li> <li>• Ability to maintain confidentiality</li> </ul>
<b><i>Core Behaviors</i></b>	<ul style="list-style-type: none"> <li>• Keeps commitments</li> <li>• Exhibit professional and personal maturity</li> <li>• Willing to work and act as part of a team</li> <li>• Exhibits judgment and maturity in dealing with difficult situations.</li> <li>• Be supportive of staff, church leaders and the congregation</li> <li>• Address any conflicts directly, openly and honestly.</li> <li>• Cultivate and maintain an attitude of service</li> </ul>

### **IV. ACCOUNTABILITY**

- The Office Support/Receptionist is supervised and accountable to the Senior Pastor as Head of Staff.
- All paid staff are hired by the Session, and are ultimately accountable to the Session for their job role and terms of employment. Each staff member has access to the session for any questions or concerns regarding their role.
- Session's arm for accountability is the Staff Development Team, which reviews all staff at regular intervals, makes recommendations to Session, and is always available to staff members.

*“There are different kinds of gifts, but the same Spirit distributes them. There are different kinds of service, but the same Lord. There are different kinds of working, but in all of them and in everyone it is the same God at work. Now to each one the manifestation of the Spirit is given for the common good. (1 Corinthians 12:4-7)*

*“Therefore those on the salaried staff of the church, no less than all members, should find opportunities in their special fields or other areas to use their gifts in joyful service in unpaid ways, thereby modeling our understanding of the church.” (1 Peter 4:10-11)*