

SOUTHERN UNION CONFERENCE

Job Description



Job Title: Receptionist	Type Of Position:	Hours Per Week <u>38</u>
Location: 302 Research Dr., Norcross, GA 30092	Full Time <u>X</u>	
Department: Human Resources	Part Time _____	Exempt _____
Reports To: Departmental Director	Intern _____	Non-Exempt <u>X</u>

POSITION SUMMARY:

As the first impression a caller or visitor has of the Southern Union Conference, the receptionist is an invaluable asset to the organization. This position requires an experienced, compassionate individual that conveys a positive, respectful, and courteous greeting to each individual or caller. Provide professional, knowledgeable, helpful communication in a Christian manner at all times.

SCOPE OF RESPONSIBILITY:

- Monitor security cameras and operate security doors.
- Operate multi-line, computerized telephone system; efficiently answering and transferring calls.
- Meet and greet visitors and guests with appointments and notify appropriate department personnel.
- Page for worship, announcements, and to locate office personnel.
- Receive and sign for mail and/or packages.
- Maintain reservations calendar to reserve various meeting rooms within the Southern Union office.
- Train other office personnel on switchboard operations and front desk security procedures.
- Compile prayer request and praises for morning worship.
- Communicate messages when necessary via email, voice, or written.
- Keep up-to-date with events, conferences, or departmental changes to properly respond to inquiries.

RECOMMENDED EDUCATION/EXPERIENCE:

- Associate's degree is preferred. Relevant work experience may be acceptable in lieu of scholastic requirements.
- Minimum two years of relevant successful office experience are preferred to perform job duties.

KNOWLEDGE AND SKILL:

Well-developed knowledge of principles, policies, and beliefs of the Southern Union Conference and the Seventh-day Adventist Church. Ability to multi-task under pressure.

Knowledge of up-to-date office procedures such as filing, telephone techniques, office equipment (copy/scanner/fax machine, computer, etc.), and English usage (spelling, grammar, punctuation, etc.). Must be able to facilitate good communication among departmental staff, other departments, and outside personnel.

Additional computer skills would include but are not limited to a working knowledge of data entry, efficient email methods, calendaring techniques and Microsoft Office Suite (Word, Excel, Access and Publisher).

CONTACTS, ORGANIZATIONAL RELATIONSHIPS:

Contact with many people, both internally and externally. Contact with all persons having business with office staff, whether by telephone or personal contact. Must have both a pleasant personality as well as good telephone manners. Must possess the ability to deal tactfully, effectively, and provide positive communication with Southern Union personnel, and outside personnel on a daily basis. Must possess strong, engaging interpersonal skills. Must be able to effectively handle confidential information/situations at all times and maintain high degree of loyalty and support for director, department, Southern Union Conference and Seventh-day Adventist Church.

PHYSICAL REQUIREMENTS:

Neat, well-groomed, appropriate attire. Must be able to read, speak, and communicate in English language. Must be able to effectively communicate both orally and in writing. Some standing, walking, bending, kneeling, carrying of light items, etc. required. Standard work hours, as defined by Southern Union Conference Employee Handbook, are required. Overtime is rarely required and never permitted without director's prior approval.

WORKING CONDITIONS:

Essential responsibilities are performed in sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort. Work area is well-lighted and ventilated.