

**CHURCH STREET UNITED METHODIST CHURCH**  
Knoxville, Tennessee



**Job Title:** RECEPTIONIST  
**Reports to:** *Administrative Assistant*  
**Date Reviewed/Revised:** 9/2022

**DESCRIPTION:**

This person holds a part-time position as receptionist and does selected clerical work. As the welcoming presence in the office and on the phone, this person interfaces with a variety of people and in doing so, represents the mission and vision of the church.

**QUALIFICATIONS:**

- Have secretarial/receptionist training and proficiency in Microsoft Office products.
- Be courteous and able to maintain working relationship with a variety of people.
- Be neat and organized.
- Above average typing ability.
- Ability to prioritize and work on several concurrent tasks.
- Must exercise discretion and judgment in working with church members.

**DUTIES AND RESPONSIBILITIES:**

Daily	Weekly	As Needed
<ul style="list-style-type: none"> <li>• Answer and forward calls</li> <li>• Accept event reservations</li> <li>• Greet, help and route visitors and church members</li> <li>• Respond to email inquiries</li> </ul>	<p>Maintain membership database, updating address and other information regularly. Post attendance information for members and visitors.</p>	<p>Copy/duplicate material for staff and members of the congregation, print Sunday children's bulletin, etc. Maintain church office forms and staff directory.</p>
<p>Maintain the hospital board and update staff of changes and/or additions. Update Member records with hospital/other facilities information and provide an Excel spreadsheet with daily updates to pastors.</p>	<p>Send meeting reminders to committee members and remind committee chairs to pick up items from committee mailboxes.</p>	<p>Process reservations for Sterchi Lodge and collects payments from groups. Communicate with both guests and lodge caretakers.</p>
<p>Process mailings as needed and process individual mail pieces for mailing. Maintain postage meter software updates and ensure adequate postage is available. Complete purchase requests forms for postage.</p>	<p>Mail church newsletter, <i>The Messenger</i> to those who do not receive via email.</p>	<p>Maintain office supplies closet and office reception area in orderly fashion.</p>
<p>Create Daily Calendar for Posting and record daily calendar in voice mail system for after-hour calls.</p>	<p>Send gift acknowledgements to donors of memorial and honoraria gifts. Send listing of all gifts to the Director of Communications for inclusion in weekly newsletter.</p>	<p>Update Prayer Shawl Ministry spreadsheet and report to member coordinator periodically.</p>
	<p>Collect weekly copies of the church bulletin and newsletters to distribute to staff mailboxes &amp; brochure racks.</p>	<p>Perform other related duties as assigned.</p>