

Aldersgate United Methodist Church
1301 Collingwood Road, Alexandria, Virginia 22308-1602

Receptionist/Administrative Assistant
Position Description

Position Summary:

Provides general administrative support with a focus on front office operations, ministry support, staff support, and scheduling. Represents the church in a professional manner and a helpful, welcoming attitude.

Position is full-time -- 40 hours/week. Job sharing between 2 part time people is preferred.

Responsibilities:

Telephone

- Check and retrieve messages from voicemail each morning, relay to appropriate staff
- Answer/Screen (when requested) calls and forward to appropriate staff (or voicemail)
- Respond to inquiries from congregation or general public, refer to appropriate staff/team as needed
- Accept and record scheduling, reservation, and appointment requests

Reception

- Receive congregation and public; provide information, direction, or assistance as needed
- Accept or return deliveries as required
- Assist and instruct congregation in using office equipment (copier, fax machine, telephone, postage meter, etc.)
- Provide support to members needing copies, printing, mailing, etc.

Staff and Ministry Support

This position provides a variety of support functions to all staff members. Support functions include, but are not limited to:

- ordering, distributing, and maintaining stock of office supplies and special supplies as needed
- maintaining current staff rosters and schedules
- document and meeting preparation
- weekly bulletin preparation
- scheduling of calendared events, rooms, and special services and resolving conflicts if necessary
- assisting with regular and bulk mail projects
- screening and routing calls, taking messages
- accepting deliveries
- copying, faxing, and compiling e-mail, telephone, and mailing lists
- scheduling appointments for staff members
- preparing payment vouchers as needed

Scheduling

- Update and maintain master Aldersgate church calendar
- Update and maintain pastors' calendar when requested
- Schedule Sunday Coffee Hour tables and equipment for groups as requested
- Schedule funerals and contact participants (staff & volunteers) using updated checklist
- Coordinate with Bereavement Committee if funeral includes a reception
- Print daily event lists for posting
- Schedule baptisms and notify volunteer team leaders as needed
- Schedule events, meetings, rehearsals, ceremonies, receptions, and other functions requested by outside groups and organizations on Aldersgate calendar ensuring Room Use paperwork is completed and approved by Business Administrator and/or senior pastor

Miscellaneous Administrative Tasks

- Sort and distribute daily mail
- Report copier numbers monthly to copier company
- Schedule routine and emergency service for office and other equipment
- Participate in staff meetings and retreats
- Maintain supplies in Resource Room
- Communicate with vendors as needed
- Develop new systems and procedures, or modify existing ones, to suit changing office and constituent needs
- Operate office equipment efficiently and be able to assist others as needed

Qualifications:

The individual in this position should be a person of faith who is adept at multi-tasking, time management, communication, public relations, and customer service. The position requires flexibility, patience, reliability, a high degree of organizational ability and attention to detail, cordiality, and efficiency. The individual should be able to think both tactically and strategically to solve immediate problems and to develop systems to troubleshoot over the long term. The individual should be proficient with Microsoft Office Suite; familiar with various kinds of office equipment; proficient in grammar, spelling, composition, and business styles; experienced in data entry; and familiar with databases.

At least 3 years' experience in office administration or related field.

B.A. preferred

Accountability: Reports to the Director of Communications