

LIVING HOPE COMMUNITY CHURCH

Welcome Center Coordinator

Purpose & Vision:

To provide a favorable first impression and customer service experience by representing Living Hope to visitors, phone callers, service technicians, and delivery personnel. To provide general office support with a variety of clerical activities and related tasks.

Key Responsibilities at Living Hope:

- Function out of the Welcome Center desk work area
- Provide primary telephone call center responsibilities for Living Hope
- Maintenance and organization of Welcome Center
- Direct Care and Share needs to appropriate Ministry members and partner resources as needed Coordination with the Pastor of Care
- Greet visitors, service technicians, and delivery personnel
- Mail distribution
- Use of the facility:
 - Manage external groups through church management software
 - Coordinate all facility rentals
 - Support staff in use of facility
- Office supplies inventory and ordering
- Office equipment - copier and toner counts
- Daily Building - Use Schedule displays and communications
- Weekly organization of the A - Z file
- Weekly Top 5 for the Welcome Center
- Provide administrative support to staff with tasks/ projects as needed
- Coordinate with Communications Director on weekly deliverables and print materials
- Coordinate scheduling for child dedications, weddings, and baptisms
- Coordinate event registration processes as needed

- Maintain building opening and closing procedures (ie.kitchen, front desk)
- Maintain continual awareness of ministry programs. Coordinate the Welcome Center volunteers and guests for Sunday mornings.
- Maintain attendance/car counts and add Sunday attendance numbers to CCB
- Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

- Spiritual Maturity
- Must be a Living Hope Community Church member in good standing
- Minimum of two years' experience as an Administrative Assistant or equivalent
- Minimum typing 50 WPM with accuracy
- Strong computer skills are imperative (MS Windows, Word, Excel, Google Docs, etc. Social media and web page skills a plus)
- Proficient in the use of office copier/printer
- Excellent communication skills
- Command of English composition and punctuation
- Strong organizational skills and attention to detail
- Intuitive, problem solver

Competencies:

- Flexibility
- Interpersonal Communication Proficiency
- Customer Service Focus
- Technical capacity
- Collaboration Skills

Functional: (communication, initiative, technological tools, quality, follows procedures/processes):

- Pursue superior customer service skills in telephone demeanor
- Understand telephone voicemail system
- Proficient in Microsoft Office applications and Internet Explorer
- A capacity for customer relations management database work

Personal: (strategic and critical thinking skills, judgment, interpersonal skills, spiritual and discipleship engagement):

- Demonstrate enthusiasm for the mission and vision of Living Hope Community Church
- Serve with a spirit of gladness
- Personally engage in a lifestyle of spiritual transformation through discipleship and community connection
- Maintain a sensitivity to confidential matters

Work Environment: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, shredders, and paper cutters.

Physical Demands: This is largely a sedentary role; however, this role may require the use of the photocopier which may involve the ability to reach, bend or stand as necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Accountability: This role reports directly to the Executive Director of Operations. An annual evaluation will take place based on this position description and the goals and wins previously submitted.

* If interested please send resume to: leah@livinghopepa.org

