

## Receptionist - Job Description

### *Christ In Action*

The Receptionist shall report to the Director of Operations, working alongside and in coordination with the receptionist team to ensure the vision and mission of the ministry is upheld in the highest regard.

Possess spiritual, emotional and behavioral maturity, reflected in the following areas:

- Servant's heart and desire to please God
- Ability to follow instructions and work well with others as part of a team
- Intuitive and adaptable problem-solving skills
- Ability to be flexible and think on-the-fly in high-stress environments
- Ability to keep confidential information in an ethical manner
- Able to maintain a healthy balance of ministry and family life

### Experience and Education

The Receptionist position requires:

- Two years minimum experience in an administrative assistant role/function
- Computer skills/experience with a trainable mind and teachable spirit

### Receptionist Responsibilities

The Team of Receptionists shall be responsible for:

- Having a physical presence in the CIA National Headquarters (Culpeper, VA) at least one full day per week
- Stay up to date on recent and upcoming Christ In Action events and activities
- Check & Sort Mail
- Check voicemail regularly, answer phones professionally, and effectively communicate phone messages in a timely manner
- Answer questions about Christ In Action (upcoming events, how to give, how to register, how to become a chaplain, basic FBFR questions, refer to local resources)
- Process donations (phone, in-person)
- Process Event registrations (phone, in-person)
- Process Chaplain application/renewal payments (phone, in-person)
- Update personal information/addresses in our database (phone, returned mail)
- Perform Mail Merges & Mail letters
- Call constituents for followup (volunteers, event registrants, chaplains)
- Update unsubscribed/bounced email addresses (data entry & phone calls)
- Data Entry (training & event rosters)
- Stock paper products (printers, kitchen, bathrooms)
- Make shipping arrangements
- Fill online store orders
- Order office supplies
- Monitor, forward, and/or respond to organization emails and Facebook Messages
- Other responsibilities as assigned