



**Job title:** Office Receptionist for Trinity Lutheran Church and School (CDC and K-8)

**Reports to:** General Manager

**Accountable to:** Trinity Evangelical Lutheran Church

### **Job purpose**

To serve Trinity Lutheran Church and School by providing a warm welcome to callers, parents, students, members and visitors, while monitoring the front entry at all times and commanding familiarity with all campus events, policies, and procedures.

### **Duties and responsibilities**

#### **Security Control**

- Monitor front door and gate at all times either by standing at the door or while seated at the reception desk.
- Welcome visitors, members, parents and students, assisting them as necessary.
- Walk to the gate and greet unfamiliar visitors to determine clearance for access. Access through the primary entrance is an essential facet of campus security. If an unrecognized person is asking for access, approach them from the front gate until a confirmed identification can be established.
- Keep homeless visitors who are not known to Trinity Downtown outside the gate while their need is assessed or questions are asked, and if necessary, contact the appropriate staff person to talk to them.

#### **Receptionist**

- Receive incoming calls, answer questions and provide information whenever possible. Take complete and accurate messages and route calls to appropriate staff person.
- Welcome and register visitors with approved business on campus, have them sign in and wait for their appointment, or provide a visitor's pass and have them escorted further onto the campus.
- Maintain a clean and tidy workspace at all times (includes dusting, wiping surfaces and vacuuming entrance regularly).
- Maintain a peaceful/calm work area at all times.
- Maintain a supply of all preliminary paperwork for all programs, to be handed to visitors when requested.
- Careful attention to protect student and family confidentiality as necessary.

#### **Clerical**

- Regularly read the church and school publications and the church newsletter to keep informed, and be able to answer parent/visitor questions. Have solid knowledge of the CDC/School Parent Handbook as well as the Staff Handbook.
- Review Master Calendar regularly to be aware of upcoming events and schedules.
- Collect special payments and forms from parents and distribute as necessary (School & CDC).
- Keep school attendance and run attendance reports. Insure lunch counts are in daily for students.
- Schedule substitutes for teacher(s) approved days off.
- Sort Mail for the campus.
- Accept any other clerical duties that may be needed by the church or school or any of the other ministries of Trinity Downtown that are approved by the GM.



**Qualifications**

- Effective communication skills via reading, writing and speaking.
- Demonstrates proficient use of computer software – Windows (Word, Excel, Outlook, Power Point).
- Ability to communicate well with both adults and children.
- Ability to multi-task with great efficiency.
- Ability to prioritize and organize tasks to be completed in a timely manner, while allowing for continuous interruptions.
- Ability to communicate well with homeless visitors - demonstrating firm boundaries and demonstrating compassion.
- Demonstrate professional ethics and confidentiality in church and school matters.
- Maintain a professional state of dress.
- Commitment to the mission and vision of Trinity Downtown and its ministries.
- Maintain a team ministry spirit in order to facilitate across campus communication and cooperation.

**Working Conditions**

Monday through Friday 7:00 am - 3:30 pm  
Hourly  
Full time  
Benefits

**Physical Requirements**

N/A

**Direct Reports**

N/A

<b>Approved by:</b>	
<b>Date approved:</b>	
<b>Reviewed:</b>	