



Job Description

Job title	Receptionist, Temporary/Seasonal (2019/20)
Department(s)	Administration
Reports to	Information Systems Manager
Division	Finance

Position Overview

- Answer phones and greet visitors in main lobby of The City Mission
- Process donations
- Other administrative duties
- Must be able to commit to Monday-Friday 8:30am-4:30pm September 3, 2019 through January 31, 2020

Essential Job Functions

- Greet visitors and clients
- Answer phones and direct calls
- Sort/distribute incoming mail
- Accurately enter & update donor information in various databases
- Assist Administrative staff with office needs such as paper and electronic filing

Professional Qualifications

- Must meet requirements for passing background check/credit report
- Excellent telephone and verbal communication skills
- Handles pressure with grace and patience
- Maintains professional appearance according to TCM dress code
- Proficient in Microsoft Office products

Spiritual Qualifications

- Professes Jesus as Lord and Savior
- Believes the Bible to be the inspired, infallible, & ultimate authoritative Word of God (II Timothy 3:16; II Peter 1:21)
- Patterns life after the example of Jesus and the commands and principles found in the Bible
- Desires to serve the Lord in ministry to those in crisis

Essential Physical and Mental Functions

- Remains in a stationary position 70% of the time
- Stand or walk for up 30% of the time on various surfaces (tile, concrete, carpet)
- Climb stairs occasionally
- Occasionally bend/twist at waist/knees/neck to perform various duties
- Constantly operates a computer
- Constant use of eyes (correctable vision to normal level required) to observe, read, interact with public and co-workers; includes hand/eye coordination
- Read, understand and clearly speak English; constantly use speech and hearing (correctable to normal level required) in communicating with public/co-workers, giving and receiving instructions, using phones
- Constant mental alertness and attention to detail required while setting priorities and following up on assignments
- Must possess exceptional written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner; must be able to use initiative and independent judgment within established guidelines
- Must be able to communicate professionally via computer programs such as Microsoft Outlook
- Must be able to handle pressure of interruptions in daily activities

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Signed: _____

Date: _____

HR use only	
Management? (Yes/No)	No
E/NE status	Non-Exempt