

Ministry: Center for Hope Food Pantry

Job Title: Receptionist

Pipeline Level: Team Member

Reports to: Distribution Events Team Leader

Purpose Statement:

The Receptionist greets, validates appointments, confirms Greece residency and directs guests to their appointments. The receptionist also assists repeat guests in scheduling their next monthly appointment(s).

Responsibilities:

- * Greet/welcome guests as they arrive with a warm and welcoming smile and demeanor.
- * Answer all phone calls in a courteous and timely manner and direct/handle as required.
- * Confirm and validate all guest appointments.
- * Assist guests in scheduling their next monthly appointment(s).
- * Assist with any special requests/needs of guests.
- * Update guest data in computer data base as required.
- * Handle incoming and outgoing mail as required.

Time Investment:

Approximately 5/6 hours per shift.

Commitment:

One (1) year.

Prerequisites:

- * Center for Hope Orientation
- * Strong customer service, verbal and interpersonal skills
- * Positive outgoing attitude and work ethic
- * Friendly
- * Professionalism
- * Intermediate computer skills
- * Strong Organization Skills
- * Handling all special requests as required.

Competency Training:

- * Receptionist Training
- * Knowledge of the Center for Hope Ministry goals and objectives
- * Must be able to receive constructive feedback
- * Must be able to confront relational challenges in a Biblical manner
- * Participation in prayer for the Center for Hope

Physical Demands:

- * Sitting for extended periods.
- * Bending, stooping, reaching and stretching
- * Lifting and/or pushing up to 25 pounds.
- * Seeing, hearing, reading, writing and speaking.

Acknowledgement:

This is not necessarily a complete list of all responsibilities, duties, requirements, efforts or working conditions associated with this position. While this is intended to be an accurate reflection of this position, the Center for Hope reserves the right to revise this job description or to require that other or different tasks be performed as required.

I have read and understand the above job description and agree to work in regards to it.

Signature

Date

