

Title: Administrative Receptionist
Reports to: Connections Director
FLSA Status: Non-Exempt
Approved By: Michael Davis
Approval Date: June 2026



HOUSTON NW CHURCH

POSITION OVERVIEW

The Administrative Receptionist will act as the first point of contact for visitors and callers and will undertake a range of other administrative and connections tasks as outlined below. The Administrative Receptionist will report to the Connections Director and will work closely with all staff within HNW.

To be successful in this role a candidate must have strong, effective communication skills and be highly organized with strong attention to detail. All HNW employees must fully support the ministry of HNW and its leadership team through their words and actions and are expected to maintain a professional and positive presentation to all members of the congregation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet and welcome visitors, guests, and ministry partners while providing a hospitable and helpful first impression of the church.
- Serve as the primary weekday point of contact for guests and individuals by providing information about church ministries, programs, events, and next-step opportunities and connecting them with appropriate staff, ministries, and resources.
- Maintain and communicate current information regarding church ministries, events, classes, serving opportunities, and other church resources.
- Sort and manage mail and package deliveries to the staff.
- Manage the office supply process by keeping supplies stocked and organized and ordering items as needed for ministries.
- Serve as a helpful resource for staff, volunteers, and guests by providing routine assistance and information during normal office hours.
- Work with the Connections Director to maintain guest-facing information and ministry resources in reception and common areas.
- Support engagement and care processes by maintaining records, processing forms and requests, and assigning individuals to established ministry workflows.
- Complete other reception tasks as needed.

REQUIRED QUALIFICATIONS

- High School Diploma Required
- 1-3 years of experience in a similar administrative support role.
- Strong verbal communication skills
- Strong computer skills required. Intermediate to advanced proficiency in MS Office (Word, Excel, Outlook), internet, social media.
- Proficient in use of communication tools (cell phones, internet, social networks, etc.).
- Highly organized and detail oriented.
- Ability to manage multiple projects at once in a fast paced environment.
- Possess strong time management and organizational abilities.
- Ability to work independently with minimal supervision.

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- Ability to perform well with distractions & interruptions.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must lift and/or move up to 30 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. It is a nonsmoking environment.

COMMENTS

The above statements are intended to describe the general rule of this job and the level of work performed by employees in this position. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. The job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required by their supervisor. Houston Northwest Church Job Requirements are representative of minimum levels of knowledge, skills, and/or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.