

Receptionist

PART-TIME | HOURLY | NON-EXEMPT | NON-MINISTERIAL

Revised September 2026

PURPOSE

In alignment with our core values of Believe, Grow, Connect, and Serve, the Receptionist will provide warm hospitality and helpful assistance to members, staff, guests, vendors, and others who contact Faith Bible Church NOKC.

PRIMARY DESIRE

For each person who calls or visits the church to be received with grace, kindness, and professionalism and directed to the appropriate staff member or resource.

QUALIFICATIONS

- A believer in Jesus Christ who supports the statement of faith, mission, core values, ministry philosophy, and policies of Faith Bible Church.
- Experience in reception, customer service, or administrative support is preferred.
- Proficiency with email, telephone systems, digital calendars, basic office technology, and common office equipment.
- Ability to learn church management systems and office procedures.
- Notary commission is preferred but not required.

GIFTS AND ABILITIES

- Warm, friendly, and professional interpersonal skills.
- Patience and strong listening and communication skills.
- Dependability, organization, and attention to detail.
- Sound judgment and ability to direct questions and requests appropriately.
- Integrity and discretion when handling confidential information.
- Ability to work cooperatively with staff members, church members, guests, vendors, and the other receptionist.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Answer and direct calls, take accurate messages, answer general questions, and greet weekday visitors.
- Welcome vendors and service providers and connect them with the appropriate staff member.
- Open or close the office according to the assigned schedule.
- Receive, sort, and distribute mail, packages, and deliveries.
- Complete assigned administrative tasks, including copying, preparing member letters, processing guest follow-up, assembling materials, and maintaining records.
- Monitor office equipment and report maintenance or supply needs.
- Maintain a welcoming, organized, and professional reception area.
- Protect confidential information and follow established church policies and office procedures.
- Coordinate with the other receptionist to divide the weekly schedule and provide coverage during established office hours. Schedules and changes are subject to supervisor approval.
- Perform other duties as assigned.

ACCOUNTABILITY

This position reports to the Executive Pastor and shares responsibility with the other receptionist for maintaining weekday reception coverage.

PHYSICAL DEMANDS

Regularly required to sit at a desk and use a computer and telephone for extended periods; occasional lifting and moving of materials weighing up to 30lbs (mail, packages, and supplies) required.