



FIRST BAPTIST CHURCH FERNANDINA BEACH ISLAND CAMPUS

Job Title: Receptionist

Reports to: Office Director

Status: Full-Time

Schedule: Sunday 8am-1pm; Monday–Thursday 9am-4pm

Position Summary

The Receptionist serves as the first point of contact and primary gatekeeper for the church office, creating the first impression for every member, guest, volunteer, vendor, and community visitor. This role is responsible for welcoming guests, managing incoming communications, directing inquiries, and ensuring individuals are connected to the appropriate pastors, ministry leaders, or staff members in a professional, efficient, and Christ-centered manner.

As the public face of the church office, the Receptionist plays a vital role in advancing the church's mission by providing exceptional hospitality, administrative support, and organizational excellence. This position requires sound judgment, discretion, strong interpersonal skills, and the ability to manage multiple priorities while serving with grace, compassion, and professionalism.

Essential Responsibilities

Guest Services & Reception

- Serve as the primary receptionist and gatekeeper for the church office.
- Welcome and assist members, guests, volunteers, vendors, and community visitors with warmth and professionalism.
- Answer, screen, and direct incoming phone calls, emails, and other communications.
- Manage visitor access, monitor building entry, and maintain a safe and welcoming reception environment.
- Receive, sort, and distribute incoming mail, packages, and deliveries.

Administrative Support

- Provide administrative support to pastors, ministry leaders, and church staff.
- Prepare correspondence, reports, documents, meeting materials, and other administrative resources.
- Maintain accurate records, databases, filing systems, and church information.
- Coordinate office purchasing, inventory, and supply management.
- Assist with church communications, ministry logistics, and administrative projects as assigned.
- Support ministry events, programs, and church-wide initiatives through administrative coordination.
- Perform other duties assigned that are consistent with the purpose and responsibilities of the position.

Qualifications

- Exceptional customer service, hospitality, and interpersonal skills.
- Excellent verbal and written communication skills.

- Demonstrates emotional maturity and composure when interacting with individuals experiencing conflict, grief, frustration, crisis, or other emotionally sensitive situations.
- Exercises sound judgment, discretion, and confidentiality with sensitive information.
- Strong organizational, time management, and multitasking abilities.
- Maintains professionalism while effectively managing interruptions and competing priorities in a fast-paced ministry environment.
- Self-motivated, dependable, adaptable, and able to work independently with minimal supervision.
- Demonstrates initiative, attention to detail, and a commitment to excellence in ministry support.
- Proficient in Microsoft Office Suite, including Outlook, Word, Excel, and Teams.
- Comfortable learning and utilizing church management software (CRM/database systems).
- Proficient with email, scheduling, document creation, spreadsheets, and standard office technology.
- Ability to operate multi-function office equipment, including copiers, scanners, printers, and postage equipment.
- Accurate data entry and electronic record management skills.

Physical Requirements

- Ability to sit, stand, walk, and move throughout the church during the workday.
- Ability to occasionally lift and carry office supplies or boxes up to 25 pounds.
- Ability to perform repetitive computer and office tasks.
- Ability to occasionally assist with ministry events requiring light physical activity.

Work Environment

The Receptionist regularly interacts with church members, guests, volunteers, vendors, ministry leaders, and individuals seeking assistance. Because this position serves as the public face of the church office, professionalism, hospitality, discretion, flexibility, and Christlike conduct are essential.

Spiritual Health

We prioritize spiritual health, family, personal growth, and authentic community. Active participation in a small group, ministry or consistent discipleship relationship is expected. Our desire is for staff members to nourish their relationship with Jesus Christ while helping build a culture of unity, accountability, and mission-driven impact.

- A growing relationship with Jesus Christ and a lifestyle consistent with biblical principles.
- Demonstrates the Fruit of the Spirit (Galatians 5:22–23) in daily interactions through love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control.
- Serves others with humility, integrity, discretion, and a servant's heart.
- Supports the mission, vision, values, and doctrinal beliefs of the church.