

## Vineyard Columbus Position Description

**Title:** Receptionist  
**Reporting Relationship:** HR Manager  
**Classification:** Non-Exempt, Substitute  
**Department:** Human Resources

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### ***Spiritual & Character:***

- Profess Jesus Christ as Savior and Lord
- Commitment to spiritual growth and a healthy, Christ-like lifestyle
- Understands, models and can communicate the mission of Vineyard Columbus (VC)
- Exhibits a Christ-like heart and respect of people of all ages, races and walks of life
- High personal standard and history of dependability, confidentiality, integrity and strong work ethic.

### ***Responsibilities:***

- Provides an excellent customer service experience – in person or by phone
  - Serves as front-line ambassador of Vineyard Columbus' mission
  - Greets and offers a listening ear and provides appropriate assistance
  - Maintains appropriate eye contact and use of non-verbal communication tools
  - Assists people in connecting with staff members for appointments
  - Directs employees to various events within the building
  - Operates a multi-line phone system to answer, screen and forward calls; provide information; and schedule appointments
  - Monitors visitor access and maintain security awareness
  - Maintains an organized and clean lobby, reception desk and counter
- Updates and maintains accurate information regarding:
  - Vineyard Columbus programs
  - Vineyard Community Center programs
  - Community services and programs
- Assists operations of the Counseling Center
  - Schedules appointments for existing clients
  - Processes payments
  - Offers customer service support to clients
- Serves as support with other church administration functions

***Required Qualifications and Skills:***

- Vineyard Columbus member and small group participant
- Excellent verbal and written communication skills
- Experience with multi-line phone
- Excellent people and interpersonal relations skills
- Proficient in Microsoft office products and capable of operating other software applications
- Ability to multi-task and be flexible, good time management
- Strong organizational and project management skills
- Detail oriented
- Team player
- Strong work attendance history and punctuality

***Desired Qualifications and Skills:***

- Bilingual (Spanish)