

The **Receptionist / Facilities Administrative Assistant** is responsible, under the direction of the Associate Pastor of Administration, for serving as (1) the church's primary receptionist; (2) administrative manager of the church office; (3) the professional administrative support for the church's facilities staff.

PRIMARY JOB RESPONSIBILITIES may include but are not limited to the following:

- Answering the telephone and greeting any visitors to the church office
- Coordinating with other administrative/ministry assistants
- Maintaining a master calendar of all church events and overseeing the processes and software used for scheduling meeting space and classrooms for internal and external events
  - In accordance with the church's facility use policy, coordinating details with any outside groups who use the facility for an event
- Provide the Facilities Director and other facilities staff with administrative support as needed, including...
  - Maintaining a list of projects
  - Maintaining records and receipts for credit card transactions / reconciling monthly credit card statements and coding each transaction to the appropriate budget
- Providing calendar / Facilities-related reports and information as needed to the appropriate ministries and departments
- Monitoring and maintaining general office supplies for the church
- Maintaining an office atmosphere that is representative of 1 Cor. 14:40 ("everything must be done decently and in order")

#### COMPETENCIES AND TRAITS

In addition to the specific responsibilities required for this role, Forest Hills Baptist Church also seeks candidates that possess some general competencies and behavioral traits that enhance the effectiveness of our staff.

##### Individual Contribution

- Manages details, tasks, and projects efficiently without frequent reminders
- Maximizes time effectively by focusing on "must do" priorities when necessary
- Anticipates/avoids problems or formulates creative solutions
- Makes timely decisions that produce quality outcomes
- Adheres to commitments, schedules, and deadlines

## Team Contribution

- Demonstrates flexibility, adapts well to changing priorities or situations
- Self-directed and proactive, level of supervision required is appropriate
- Is willing to take on additional responsibilities, helps with a “can-do” attitude
- Collaborates well with others to accomplish group tasks
- Uses written and verbal communication in a way that accomplishes intended results

## Self-Development

- Prioritizes and accomplishes self-development goals
- Demonstrates an ongoing commitment to obtaining the knowledge, abilities, skills, and habits necessary to be successful in this role
- Teachable spirit with a desire to learn and grow
- Maintains appropriate gap between the current job description and the employee’s current abilities that allows for future growth

## QUALIFICATIONS

- A healthy personal spiritual life and a commitment to being a growing and reproducing disciple of Jesus
- Align with Forest Hills Baptist Church’s statement of faith (See [fhbc.org/bylaws](http://fhbc.org/bylaws)), and the church’s mission, vision, and values
- Knowledge and experience with Microsoft Office
- Have a basic understanding of people and how to tactfully handle sensitive and difficult situations
- The ability to learn new systems, such as ACS (church membership database), eSPACE (facility space management software), and Keyscan (magnetic door locking software)
- A track record of dependability and trustworthiness in regards to handling finances
- Excellent organizational and project management skills with strong attention to details

## EDUCATION & EXPERIENCE

- Experience in secretarial and administrative tasks
- Computer literate and accurate typing, 55+ wpm
- Organizational skills and detail-oriented
- Dependable, discreet, friendly, professional, and neat