



WCV Office Receptionist Job Description

Updated March 2018

Duties:

- Provide a warm and welcoming presence in the office while on the phone, online and in person.
- Manage all avenues of communication from the office to the church.
- Assist in Bookkeeper in financial tasks.
- Administer other general secretarial activities.

Financial & Time:

- 17 hours / week.
- \$15 per hour for 3-month probationary period.
- \$15.50 after probation period.

Supervision:

Supervision is provided by the Pastoral Executive and daily oversight is provided by the WCV Administrator. The WCV Receptionist works closely with the WCV Administrator and Bookkeeper particularly in areas of finance, scheduling and office management.

Skills and personal qualities needed:

- Relational, personable, motivated, efficient and organized.
- Ability to problem solve and learn new skills.
- Computer skills, including:
 - Microsoft Word
 - Excel
 - Power Point
 - Publisher
 - Outlook & Mailchimp (email)
 - Google Calendar (online calendar management)
 - Word Press (website)
 - Graphic design (helpful but not a requirement)

- Typing (35 words/min or higher).
- Proficient at calendaring, scheduling and organizing.
- Efficient and organized.

Communication: 10 hours / week

The WCV Receptionist is the "face and voice" of the WCV office and to some extent, the church. WCV Receptionist uses a combination of print, and various electronic technologies to communicate with the whole congregation and as well as specific groups within the congregation. It is the responsibility of the WCV Receptionist to clearly and regularly deliver pertinent information and news to the appropriate audience.

- Answer phone and respond to Voicemail Messages (Lines 14, 0, and 11).
- Email Messages.
- Bulletin, Weekly slides & Electronic Newsletter.
- Website posts for events and announcements.
- Social Media posts.
- WCV Contact Database & WCV Directory.
- WCV Bulletin Board & Community Events Board.
- Staff Meeting Minutes (noting any relevant actions).

Financial: 3.5 hours / week

- Assist Bookkeeper/Administrator as required.
- Managing WCV post-dated cheques.
- Petty cash.
- Tithes & offerings count.
- Data entry and filing financial records.
- Deposit money into account.

General Office: 3.5 hours / week

- Assisting pastoral staff as required.
- Baby Dedication, Baptism, Wedding, Funeral Documents.
- Develop and maintain signups and registrations for WCV programs & events.
- Answer door, attend to the needs of people coming to the office.
- Manage incoming and outgoing mail.
- Filing.
- Manage photocopier, fax machine & other office equipment.
- Manage office supplies (may include ordering for other WCV ministries).