

Front Desk Attendant

WHO WE ARE

New Life Fellowship is a church in the exceptionally diverse neighborhood of Elmhurst, Queens with a community impact through its [Community Development Corporation](#), and a global impact through the wider [Emotionally Healthy Spirituality](#) movement. Our mission as a church is to lead people to a deep, personal relationship with Jesus, and we do that with a unique flavor as expressed in our 5 Ms:

1. **Monastic:** Slowing down to be with God in the midst of a fast-paced and busy city. We draw deeply from the contemplative and monastic traditions.
2. **Multiracial:** Bridging racial, cultural, economic, and gender barriers. Over 73 nations are represented in our community.
3. **eMotional Health:** Experiencing transformation deep beneath the surface in order to love God, ourselves, and others well.
4. **Marriage to Christ:** Shaping our lives out of deep relationship with Jesus first, whether we are married or single.
5. **Missional:** Offering the gift of our true selves to the world.

We strive to create a culture on our staff team of fun, autonomy, and integrity, where people have the freedom to experiment, make mistakes, learn, and grow in both their inner life (their journey with God) and their outer life (their skills and role in the organization).

YOUR ROLE AS FRONT DESK ATTENDANT

Do you enjoy serving others by helping them feel safe and welcome, answering their questions and addressing confusion and conflict? Are administrative tasks a blast for you? Do you like working in a team with a common goal and purpose? Do our mission, values, and culture resonate with you? We're looking for a Front Desk Attendant to join our staff team and help us foster an environment of service, hospitality, warmth, and fun.

Your role would be to:

1. Field questions and answer incoming phone calls from people in our community, church members, staff, vendors, and others.
2. Maintain our building's security by monitoring our camera system, handling emergencies (e.g. fire, medical, and police) and other incidents, and filing reports.
3. Coordinate deliveries with vendors and staff and process incoming and outgoing mail. You'll need to do some heavy lifting (at least 35 lbs.) occasionally.
4. Maintain our office environment by providing our copiers with regular care and feeding (ordering and recycling toners and other replacement items, clearing paper jams, etc.) and by taking inventory of, purchasing, and managing the budget for office equipment and supplies.

5. Coordinate work schedules with the rest of the front desk team to ensure that the front desk is covered at all times while our building is open.
6. Recruit and schedule a small team of Sunday parking lot staff and volunteers.
7. Work with the front desk team on ad hoc projects for other staff - things like printing our weekly bulletins, preparing seasonal mailings, and organizing our monthly logs and lost and found items.

This role may be an especially good fit for you if you:

1. Enjoy working and communicating with a wide range of people, in person and on the phone, with a professional and helpful attitude.
2. Enjoy troubleshooting and solving problems on the fly, defusing interpersonal conflicts and de-escalating tense situations with kindness, firmness, and a smile.
3. Have a good working knowledge of Microsoft Office and other productivity apps, and enjoy learning and working with new computer systems.
4. Are an independent worker who is comfortable taking responsibility, making significant decisions, and following through on administrative tasks proactively, with minimal supervision.
5. Enjoy organizing and executing on a variety of tasks with competing priorities.

Full-Time Position: It will require an average of 40 hours/week, though this may vary a bit from week to week. If you can only work part-time, we will still consider you for this role, though we'd prefer to hire someone full-time. You would report to our Building Manager.

Schedule: You would be working mostly on Sundays and during the daytime on weekdays, with occasional evening and Saturday shifts.

Compensation: Annual salary of \$23,000 - 28,000.

Benefits: Health insurance, matching retirement contributions, paid vacation time, and personal silent retreats (we call them Days Alone With God).

If this description matches your skill set and gets your blood pumping, we'd love to hear from you. Please send your resume and a cover letter to frontdesksearch@newlife.nyc.