

## Job Description

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### **Job Title: FRONT DESK ATTENDANT**

**1st Level of Accountability: Front Desk Coordinator**

**2nd Level of Accountability: Executive Pastor**

**Revised: 6/2019**

#### ***Qualifications:***

- Good people skills, strong interpersonal skills, and ability to work in ethnically diverse environment. (Bilingual ability is a plus)
- Able to do computer and office tasks
- Demonstrates spiritual and emotional maturity, Member of NLF, and committed to church vision and mission
- Willing to learn and take directions
- Proactive, takes initiative
- Trustworthy, able to keep in confidence people's personal information

#### ***Job Summary:***

The receptionist provides a professional, warm, informed, and helpful response to all callers and visitors to NLF. They are the bridge between the office admin and building staff and the public, tenants, congregants, and volunteers. Receptionists ensure that the cleanliness and communication aspects of the lobby environment are maintained. They also provide security for the building and screen those needing access to the building as necessary. They are relied upon as the eyes and ears of the building and must keep the building manager abreast of all activities going on. As a part of the Administration Team, receptionists give basic administrative support to other admin staff including but not limited to keeping the church calendar of events and data entry as needed.

#### ***Responsibilities:***

##### ***General***

- Answer basic questions about church, CDC, ministries, and events and disseminate contact info for CDC programs.
- Check security monitor periodically, increasingly more during the evening.
- Know what is going on in the building for the course of each day while at the desk.
- Crowd control in the lobby, especially during pantry and clinic.
- Be able to do light to medium lifting.
- Receive, distribute, ensure pick up of mail/packages. Sort and distribute staff and tenant mail and ensure outgoing mail is picked up daily.
- Report fire alarms to building manager.
- Maintain orderly environment, recruiting the assistance of the building porter when necessary.
- Prepare mailers (folding, stuffing, labeling, postage, & sealing).
- Answer/screen calls, provide info, or forward accordingly.
- Make sure everyone signs in and out of the guest book.
- Direct and announce vendors and visitors. NYC Inspectors & NYFD need to be escorted by the building manager.
- Record and Provide access to lost and found items.
- Emailing staff pressing info.
- Receive tithes/offerings and turn in to the dropbox at the end of shift, provide envelopes if necessary.
- General admin work as delegated by colleagues of admin staff

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- Keep entrances and doorways clear of standing people and property to prevent fire hazards
- Alert staff and authorities of the presence of violent/disruptive persons
- Pray with the public according to guidelines provided
- Provide health center contact information and service hours
- Maintain control of assigned key box key.
- Maintain control over key box - sign keys out and in with proper ID.
- Avoid entertaining personal calls, visitors, and use of internet while at the front desk
- Allow limited personal use of phone by others with discernment. Always dial for them (no long distance).
- Be conscious of and provide assistance to persons with handicaps and operate the Handicap Lift as needed.
- Maintain control of NLF computer.
- Be willing and flexible to cover other shifts when necessary.
- Maintain printed promotional materials and email replenishment requests to Communications Coordinator
- Data entry and database upkeep (Sunday, event, and ministry attendance, welcomes forms, updates, etc.).
- Lock doors, post "be right back" sign, and forward calls to in-house admin when you go to bathroom etc.
- Support Events team by directing service room booking
- Monitor supply inventory and email replenishment requests to Front Desk Coordinator who is responsible for ordering all supplies for office staff and front desk. Distributing supplies to appropriate staff once received and submitting invoices to Treasurer via expensify.
- Replenish hospitality items for office staff in the Mezzanine office
- Print out weekly room schedules for front desk staff and print out individual room schedules to post outside of meeting rooms.

To apply, send a resume and cover letter to [josela.reales@newlife.nyc](mailto:josela.reales@newlife.nyc).