

## **JOB DESCRIPTION**

**POSITION TITLE:** Receptionist/Administrative Assistant

**REPORTS TO:** Executive Pastor

**ACCOUNTABILITY:** P = Primary, SH = Shared, SE = Secondary

**PRINCIPAL FUNCTION:** To be the “face” of Bramalea Baptist Church as people seek to connect by phone, e-mail or in-person throughout the week, ensuring that they receive a warm welcome and are provided with requested information in a timely manner. To facilitate external event bookings and communicate with Facility Manager on their requirements. To provide reasonable administrative support to the Discipleship and Equipping Ministry, and intake and administration for ministry event registrations.

### **SPECIFIC RESPONSIBILITIES:**

#### Reception

- 1) Telephone Management *Accountability = P*
  - Receiving and transferring telephone calls during business hours on a multi-line console
- 2) General Correspondence *Accountability = P*
  - Receives and distributes all incoming mail and deliveries
  - Oversee outgoing mail and deliveries ensuring timely posting of mail and pick up of deliveries
  - Maintains, responds to and/or forwards any e-mail inquiries that are received at the general e-mail address [info@bramalea.org](mailto:info@bramalea.org)
  - Receives and distributes any incoming faxes to the appropriate parties
- 3) Guest Management *Accountability = P*
  - Provide a warm welcome to anyone who visits the office at BBC
  - Seek to provide any guests with information they may require
  - Where guests are seeking to meet with a Staff Leadership Team member, connects with the SLT member to let them know their appointment has arrived, or connects to see if they might have time to meet someone without an appointment
  - Maintains a fluid schedule to know who is in/out of office at any given time
  - Help to fulfill requests and maintain tracking for our food cupboard

#### 4) Weekly Bulletin

Accountability = P

- Update weekly events section as per Executive Pastor
- Update stats from offering and attendance in both paper and web bulletin
- Update “at a glance” section with church-wide upcoming events
- Add pastors sermon notes and questions
- Upload copy of bulletin to website and update website version

#### Ministry Support

##### 1) Discipleship Ministry

Accountability = SH

- Provide reasonable administrative support to the Discipleship & Equipping Ministry, such as: scheduling equipping classes in calendar, creating class registrations and posting to website, creation of simple graphics and signs, monitoring and communicating with class attendees and equipping instructors, preparation and proofreading of material, photocopying of material, assisting with distribution of materials, assisting with coordination for meetings, creation of baptism and membership certificates, maintaining records for baptism and membership, etc. *Such support should not interfere with primary duties as receptionist.*

##### 2) Ministry Event Registration

Accountability = SH

- Create and process registrations for ministry events, take phone and in-person payments, prepare materials, monitor registrations and provide updates as needed to ministry leadership. *Such support should not interfere with primary duties as receptionist.*

##### 3) External Event Bookings

Accountability = SH

- Intake person for external facility rentals, maintain and update workflow for rentals, communication with both renter and staff, coordination with Facility Manager for event requirements, manage online forms for bookings and payment for personnel or event space. *Such support should not interfere with primary duties as receptionist.*

##### 4) Other Duties

Accountability = SE

- Support the vision and mission of Bramalea Baptist Church
- Participate in weekly staff devotionals
- Participate in Support Team meetings as scheduled
- Participate in training and team building as directed
- Monitor and update physical bulletin board
- Create simple graphics or signage as needed
- Coordinate pickups for congregants/members at reception for ministries
- Other duties as assigned