

Job Title: Receptionist

Reports To: CEO and Office Administrator

Job Overview:

The Receptionist is the first point of contact for clients and visitors, playing a key role in ensuring a welcoming and efficient environment. This position supports the mission of our organization by providing high-quality administrative services, managing resources, and assisting with various operational tasks to ensure smooth daily operations.

Key Responsibilities:

Client Scheduling:

- Schedule and confirm appointments for clients, ensuring proper allocation of resources and staff availability.
- Maintain accurate and up-to-date scheduling records.

Communication

- Answer and direct phone calls professionally and courteously.
- Respond to inquiries and provide information about services or direct them to the appropriate department or staff member.
- Handle incoming and outgoing correspondence, including mail and email.
- Training will be provided on interacting with clients in a crisis situation both in-person and on the phone.

Resource Management:

- Manage all material resources, including intake and processing of donations and store supplies.
- Maintain accurate inventory records and ensure timely replenishment of boutique resources.
- Organize and oversee the Baby Boutique, keeping it clean, well-stocked, and presentable at all times.

Administrative Support:

- Perform various administrative tasks assigned by the CEO, Directors, or Office Administrator.
- Maintain organized and efficient filing systems, both digital and physical.
- Assist with data entry, reporting, and record-keeping as needed.

Operational Support:

- Collaborate with team members to ensure a smooth workflow and positive client experience.
- Uphold confidentiality and compliance with organizational policies and procedures.

Fundraising Support:

- Participate in fundraising events and assist with preparations when requested.

Qualifications:

1. Demonstrate a committed Christian faith and personal relationship with Jesus Christ, with regular Bible study and active membership in a local church.
2. Uphold the pro-life mission and the organization's Statement of Faith, principles, and policies.
3. Possess strong interpersonal communication and problem-solving skills, with the ability to work well with people.
4. Be self-motivated, dependable, and able to take initiative on regularly needed tasks.
5. Have experience or training in a helping field, ministry, or Bible-based counseling, or be willing to learn necessary skills.
6. Exhibit confidentiality, integrity, and a strong commitment to the organization's mission.
7. Demonstrate proficiency in basic computer skills and client reporting software, or the willingness to learn, to complete administrative tasks such as scheduling and research.
8. Maintain a stable Christian home life (1 Timothy 3:11-12).

Work Environment:

This position operates in a professional office setting. The role routinely uses standard office equipment such as computers, phones, photocopiers, and filing systems.

Physical Requirements:

- Ability to sit, stand, and walk for extended periods.
- Occasionally lift and carry materials weighing up to 35 pounds.

Core Competencies:

- Commitment to the mission and values of the organization including the Statement of Faith and Statement of Principle.
- Dependability and punctuality.
- Flexibility and adaptability in a dynamic work environment and a willingness to accomplish various tasks in all areas of the ministry.
- Problem-solving skills and initiative.

Schedule:

Monday through Thursday, 9:00 AM to 4:00 PM.

This is a non-exempt job. We do not offer benefits like health insurance or retirement match at this time.