



JOB TITLE: Receptionist
REPORTS TO: Office Manager
STATUS: Non-Exempt/Full-time

POSITION SUMMARY:

The Receptionist is responsible for general office support with a variety of clerical activities and related tasks performed in a timely, high quality, and effective manner so that the ministry objectives of the Montana Rescue Mission can be supported. General duties include answering incoming calls, directing calls and traffic to appropriate associates, mail distribution, flow of correspondence, requisition of supplies, filing, as well as additional related duties.

ESSENTIAL FUNCTIONS:

- Answer and route incoming phone calls on multi-line phone system
- Screen calls for staff members
- Greet and assist visitors
- Inform staff members when appointments have arrived
- Greet donors, receive donations, and provide receipts
- Direct residents and guests to the proper staff or department who can best assist them
- Maintain a clean, organized, and pleasant office appearance to facilitate workflow
- Develop and maintain office filing system
- Date stamp, sort, and distribute mail for staff members, departments and residents
- Maintain master calendar of appointments, events, deadlines, etc. for Administrative Office
- Write acknowledgements and thank you notes for memorials and honor gifts
- Type, file and photocopy correspondence, memos, reports, and other mission related materials
- Produce required reports for various departments and managers as requested
- Inventory, maintain, and reorder office supplies for the administrative office or other ministry areas
- Assist with AP/AR as needed
- Assist with mailing of newsletter, donor receipts, store flyer, appeal letters, monthly payables and any other mailings as needed by staff
- Liaison with courier service for mail transfer, cash transfers, and backup data safekeeping
- Secure office at end of workday and any time during the day as may be required by special events or meetings
- Update databases as required
- Other related duties as may be required

SKILLS & QUALIFICATIONS:

- Maintain a friendly and positive attitude
- Excellent communication skills, both written and oral
- Ability to organize, prioritize, and complete projects in a timely manner
- Customer service oriented; respond to inquiries in a professional manner
- Computer literate: Proficient with Microsoft Office (Excel, Outlook, Word), data entry and internet utilization
- Able to quickly grasp and maintain full working knowledge of the MRM phone and voicemail system
- Legible and accurate writing and spelling skills
- Able to multi-task and demonstrate accuracy and thoroughness in own work to ensure quality
- Trustworthy with confidential material and information
- Professional manner and appearance
- Team player, self-starter, quick learner, and ability to work in fast-paced environment

- A solid and credible Christian witness and lifestyle that exemplifies Christ in character and actions

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

Sitting for prolonged periods of time – *Occasionally*

Use of fine motor skills and eye-hand coordination – *Frequently*

Speak, listen, and see – *Continuously*, on an on-going rotational basis

Interaction with a variety of people, including homeless; environment may *occasionally* be odorous

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

EDUCATION/EXPERIENCE:

High School diploma or GED required. No prior experience required but preference given to those with at least one year of receptionist experience and/or 2 years of experience that is directly related to the duties and responsibilities specified above. Non-profit experience a plus.

Requirement:

Montana Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel by being an exemplary provider of effective and efficient solutions for those we serve, from a distinctly Christian perspective. We consider every position to be essential in the fulfillment of our ministry and Mission Statement. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in the spiritual activities of Montana Rescue Mission including leading/participating in prayer, devotions, bible studies, etc.;
- Subscribe to Montana Rescue Mission Statement of Faith, Core Values, and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the Montana Rescue Mission Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive.

Signature

Printed Name

Date