

POSITION DESCRIPTION (ATTACHMENT A):

Position Title:	Reception Coordinator
Award / Level:	Clerks Private Sector Award 2010 / Level 2
Department / Dept Head:	Administration
Responsible To:	
Type of Position: Pastoral <input type="checkbox"/> Non Pastoral <input checked="" type="checkbox"/>	Status: Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Casual <input type="checkbox"/> Intern <input type="checkbox"/> Fixed Term <input type="checkbox"/> Hours per Week: 15.2
Summary of Position: Responsible for the effective response to enquiries made in person or by email phone, etc in such a way that the enquirer's needs are fully met and their impression of the Church is positively enhanced.	
Position Relationships: Indicate by attaching an Organisational Chart	
Key Result Areas	Main Tasks
1. Reception	<ul style="list-style-type: none"> • Warmly receive visitors to the Church and direct their enquiries accordingly. • Maintain a visually tidy and attractive reception area. • Maintain stationery and other supplies for reception. • Maintain and update the Reception Information Manual. • Keep pigeon holes tidied and make additions or alterations for new staff. • Manage storage of church brochures in the reception area. • Liaise daily with other locations with reception to keep all information unified and updated.
2. Telephone enquiry management	<ul style="list-style-type: none"> • Answer incoming calls and redirect to staff and volunteers. • Record and distribute incoming messages via email. • Assist in updating internal extension lists and staff mobile lists.
3. Written communication management	<ul style="list-style-type: none"> • Distribute incoming mail / faxes to pigeon holes. • Post the City mail in the City Pigeon Hole to the City each day.
4. Administrative Assistance	<ul style="list-style-type: none"> • Assist in credit card payment processing for Conference times or major events. • Complete cheque requests for reception related invoices • General administrative assistance as required from time to time
5. Teams, rosters and bookings	<ul style="list-style-type: none"> • Manage and organize reception for conferences and other events. Keep a log and record of call activities during this time. • Keep lunch reception folder updated with daily information as well as Reception cover folder for annual leave or sick days. • Communicate tasks to the night reception staff as required. • Manage key sign in and return for specific rooms

Additional tasks and responsibilities may be assigned by your Department Head as required from time to time.

GENERAL POSITION REQUIREMENTS

1. General Responsibilities

You, the employee must:

- a. Devote the whole of your time, attention and skill during normal business hours, and at other times as reasonably necessary, to your duties;
- b. Faithfully and diligently perform the duties and exercise the powers consistent with your position as assigned to you from time to time;
- c. Comply with all lawful directions given to you by any person duly authorised from time to time;
- d. Use your best endeavors to promote and enhance the interests, welfare, business, growth and reputation of the Church;
- e. At all times act to a high standard of professional behaviour;
- f. Not act, or be seen to be acting, in conflict with the best interests of the Church;

2. Character and Personal Qualifications

Being a staff member of Hillsong Church, the following are necessary:

- a. Relationship & commitment to Jesus Christ;
- b. Total commitment to Hillsong Church and its vision;
- c. Total commitment and loyalty to the leadership of Hillsong Church, and ability to work in a team environment;
- d. Spiritual maturity consisting of a pleasant, forgiving, non-judgmental, but assertive manner.
- e. Initiative.
- f. Confidentiality.
- g. Ability to work under pressure and remain calm.
- h. Ability to meet deadlines (may involve working outside normal hours).
- i. Ability to communicate effectively with all levels of team, members of congregation and general public.

SKILL AND EDUCATIONAL REQUIREMENTS

- Highly organised with the ability to juggle multiple tasks.
- Excellent personal presentation skills.
- Excellent communication skills (both written and verbal).
- Well developed skills using Microsoft office programs such as Word, Excel and PowerPoint.
- Relevant experience operating a busy switchboard.

ONGOING VISION

Hillsong Church with its broad vision will continue to grow and expand. Anyone accepting any staff role must understand that “ongoing change” will always be part of this church, and therefore must be flexible, open to challenge & willing to move and grow with that ongoing vision.