

**MISSION:**

To love and lead people to a life-changing connection with Christ.

**VALUES:**

Fun – We believe that having a good time together matters!

Impactful – We're committed to making a positive difference together in Jesus' name!

Growing – We are always moving toward God's best!

Creativity – We want to be imaginative, original, innovative and artistic for God's glory!

Accepting – We understand that we're all a work in progress, so all are welcome here!

Passionate – We insist on expressing enthusiasm and lively excitement about life in Christ!

Supernatural – We desire to encounter the presence of God and engage our spiritual gifts!

**PURPOSE:**

To create an inviting and gracious atmosphere for visitors to the church office and to assist the Operations Department with general office tasks that help Centerpoint operate effectively, efficiently and creatively.

**This is a part-time position 20 hrs/week Monday through Thursday.**

**ACCOUNTABILITY:**

The Receptionist will be accountable directly to the Operations Manager, working closely together with the Operations coordinator as part of the administrative staff.

**FIT**

We are looking for a responsible and dynamic person with a passion for the Lord and His work at Centerpoint. The role interacts with all members of the church; staff, ministry leaders, volunteers, and attendees.

The individual in this role should be a spiritually mature, regular attendee of Centerpoint's weekend services and able to model the Christian life and financial stewardship. They must also volunteer weekly outside of their regular work hours. This person is incredibly reliable, detail-oriented, and able to maintain a professional yet friendly demeanor—even when interacting with individuals who may be angry, frustrated, or hurting. They value clarity and respect in how they communicate and are capable of providing a welcoming and friendly experience for both guests and coworkers.

**RESPONSIBILITIES:****Front Desk**

- With joy and the love of Jesus, serves as the first friendly point of contact by answering phones, managing email communication, warmly greeting visitors, handling mail and distribution of delivery packages, and welcoming all who connect with Centerpoint.
- Be a gatekeeper; courteous to each person while protecting staff's time.
- Be knowledgeable about weekly events and campus details in order to provide accurate and helpful information to guests.
- Build and train a reception volunteer team.
- Ensure the reception desk, work areas, and hallways remain orderly, welcoming, and visually well-kept.
- Responding to all Care Ministry requests by directing to the appropriate administrative staff or volunteer.

- Managing Lost & Found and Inventory of supplies
- Assist with special projects and miscellaneous tasks - printing, copying, laminating, cutting, and or assembling documents for all staff.
- Guide staff/volunteers with the use of office equipment.

### **Rock RMS - Data Integrity**

Assist with maintaining accurate and up-to-date records in Rock RMS database.

- Maintain a spreadsheet of returned mail due to address changes.
- Contact members to verify current contact information and update in Rock accordingly.
- Use the Multiple Location Report to identify and correct duplicate or outdated addresses.
- Merge duplicate profiles to maintain clean unified records. (Verify with Finance when financial data is involved prior to merging.)
- Research and correct family relationships to ensure households and family structures are properly listed and complete.
- Update obvious demographic information (gender, marital status) when clearly verifiable.

### **QUALIFICATIONS:**

- Prior receptionist, administrative, or customer service experience preferred (but not required).
- A personal and growing relationship with Jesus Christ, with a heart to serve others with warmth and grace.
- Friendly, professional, and compassionate demeanor with strong people skills.
- Excellent verbal and written communication skills.
- Strong organizational skills with the ability to multitask in a fast-paced environment.
- Ability to maintain confidentiality and handle sensitive information with integrity.
- Proficient in basic computer applications (email, calendars, word processing).
- Reliable, punctual, and dependable with a strong work ethic.
- Ability to remain calm, patient, and welcoming in all situations.
- Team-oriented with a servant's heart and positive attitude.
- Able to lift up to 25lbs.

### **CONDITIONS:**

- Candidates must be cleared through a background check
- Employees will be members of the local church and amenable to the values and doctrine of the Free Methodist Church
- Commit to embracing and demonstrating the values of the church
- Commit to working as a team with people and departments
- Be respectful and kind in all your dealings with staff, volunteers, and the people we serve
- Develop your unique voice within the team
- Read and agree to abide by the policies of our Employee Handbook

Centerpoint Church maintains an "employment at will" policy. This means that just as you are free to end your employment with Centerpoint at any time for any reason, Centerpoint is also free to end the employment relationship with you at any time for any reason, with or without cause or advance notice, as long as we do not violate any applicable federal or state laws.

By signing below, I certify that I have read the above information and understand that my employment with Centerpoint Ministries is at-will.

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Employee Name (Print)

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Employee Signature

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Date

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Manager Name (Print)

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Manager Signature

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Date