

**John 3:16 Mission**  
**Staff Position & Description**

**Position:** Receptionist

**Department:** Administration

**Reports To:** COO/VP

**Job Statement:** Acts as initial contact person for both in-person and telephone inquiries at the welcome desk at the Refuge and directs visitors to their destination.

**Duties:**

- Creates a hospitable and friendly welcome environment. Considers themselves a “people person”.
- Receives incoming telephone calls. Answers inquiries or forwards call to appropriate person. Checks voicemail box and forwards/answers inquiries as appropriate.
- Greets clients and visitors and directs them to the appropriate area.
- Make sure everyone entering has a badge or an approved destination.
- Receives and distributes packages, documents and mail via U.S. Postal Service or courier.
- Help volunteers sign in, get to their destination and enter volunteer data into the database.
- Secures the welcome desk area at the end of shift.
- Works as a member of teams on special events and projects.
- Attend staff meetings and functions.
- Perform any other duties as assigned.

**Qualifications:**

- High school diploma or equivalent.
- Typing 30 WPM.
- PC experience required.
- One year relevant experience preferred.
- Good interpersonal and communication skills required.

I \_\_\_\_\_ (print full name) hereby agree that I have received a copy of the job description for \_\_\_\_\_ (job title) at the John 3:16 Mission Inc. I confirm that I understand the details of the description, am qualified for the position and am able to complete the duties described therein.

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Employee Signature

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Date