



## Office Assistant/Receptionist

### Summary

We are seeking a warm, friendly and welcoming Office Assistant/Receptionist. Reporting to the Marketing & Office Manager, you will be the first point of contact EastRidge Church has with visitors, renters and those contacting the church. You are highly communicative and a team player. This is the right sort of position for you if you are highly organized, tech astute and love interacting with and assisting all sorts of people.

### Description

Hours: 30 hours per week (some nights and weekends maybe required, but majority of the hours are during the business hours)

Reports to: Marketing & Office Manager

Type: Permanent Part-Time

### Education

Post-Secondary education with office experience

### Qualifications

- Minimum 3 years working in an office environment
- Prior experience working or volunteering in a church environment is an asset
- Excellent spoken and written English communication
- Detailed oriented with keen eye and sensitivity for formatting, typos, layout and presentation
- High level of technical competence with comfort in Mac and PC environments and ability to quickly learn new applications and platforms
- Proficient in working with Microsoft Office (Word, Excel, PowerPoint)
- Knowledge of QuickBooks is an asset
- Must be legally eligible to work in Canada
- Must be willing to complete a police background check and comply with policies of EastRidge Church

### Reception

- Welcomes guests and displays a genuine disposition of hospitality towards all EastRidge staff, congregants, visitors to the building, and any rental clients
- Triage walk-ins per EastRidge protocols
- Answers the front desk phone; takes and distributes messages or redirects calls
- Distributes the mail, courier, and other deliveries in a timely manner
- Takes time to understand visitor needs and provide personalized solutions by suggesting activities and ministries provided by the church along with the relevant contact information
- Responds to complaints, resolving or escalating with a sense of urgency as appropriate



- Monitors doorbell and uses security cameras to regularly check parking lot and grounds usage
- Assists with food drop off personnel from Good Food Impact and manage food distribution when people ask for meals

#### Facilities Use

- Acquires extensive knowledge of the facility and stays on top of daily rental client and ministry activities to be able to field inquiries and ensure everything and everyone goes where needed
- Maintains Master Calendar through coordinating ministry and rental usage
- Oversees all rental inquiries to ensure leadership approval, secure required staff for events (ie. Custodian/techs), secure insurance, invoice and collect money
- Prepares/organizes set up of equipment and other requirements (be able to lift somewhere around 20-30 lbs)

#### Office & Administration

- Performs general admin tasks including creating documents, printing, filing, database updating, record book updating
- Helps maintain workplace/office/building tidiness and ordering supplies
- Assists with programming and troubleshooting phone system and printer/copier
- Supports staff with projects, printing, laminating, sending and receiving mail and packages, and ordering catering for in-person meetings as requested
- Works closely with the Marketing & Office Manager on regular communications, signage, and special projects
- Produces ERC directory, prints and distributes for member/staff use
- Produces certificates or completes forms for rites of passage (baptism; baby dedication, etc)
- Supports ministry staff with administrative aspects of volunteer management
- Supports in various aspects of summer camp weeks (administration, registration, set-up, etc)
- Assists and participate in all office-led community event preparations
- Assists with a variety administrative tasks as assigned by the Marketing & Office Manager as well as pastors and leadership
- Assists with all aspects of maintaining the building and tidiness
- Identifies hazards or deficiencies and works with Property Managers to resolve issues
- Places service calls/deals with service personnel
- Makes sure all annual maintenance is scheduled and reports are on file for review by the Fire Department
- Keeps policies and procedures for Health & Safety and makes recommendations for procedures
- Assists in H&S training and implementation, and keeps records of training for staff



If you are interested in this role, please submit a resume and a cover letter expressing your interest to [jobs@eastridge.ca](mailto:jobs@eastridge.ca) by December 31, 2023. Only qualified candidates will be contacted.