

Job Description (16.05.17)

Sunday Receptionist

Hours: 8h30-19h30 Sunday only (part time)

French working papers required,

Bilingual French / English essential

DUTIES & RESPONSIBILITIES include the following, but additional duties may be assigned.

The receptionist is responsible for:

*Answering or directing all public enquiries – in person, by phone, email and online – in a timely, courteous and helpful manner. Delivering messages to staff in a timely, accurate and clear fashion. This requires keeping up-to-date on all activities taking place at the church, using the Sunday bulletin, Spire magazine and web-site, in addition to other in-house sources.

* Liaising with Pastors, Music Directors and other staff and church leaders to ensure a safe and friendly environment for Church members and visitors.

* Buzzing people into the church buildings through the locked main reception door. This may require refusing entrance to people with no valid reason for being on the premises.

*Monitoring the secure door to the Reception area and its video surveillance camera. Responsible for notifying police/fire/emergency services and prefectural authorities in emergency situations, and working closely with them to implement mandated security measures, as necessary.

*Reporting any anomalies to the Business Administrator/Senior Pastor.

*Opening and closing rooms as needed, locking them when not in use. This includes notifying groups when rooms are changed, reservations cancelled, etc.

*Distributing keys to authorized individuals and supervising room occupancy. Responsible for insuring that all keys are returned to the key boxes in Reception.

*Maintaining the Church's Ad Board, including taking ads, posting them, modifying if necessary, accepting payments and issuing receipts, posting to accounting system, and acting as liaison between all persons in relation thereto.

*Receiving and handling funds, including cash, for various church activities (ads, Bloom & Bloom book sales, concert tickets, miscellaneous receipts); this entails basic bookkeeping knowledge (ledgers, Sage accounting system, receipts). Reports to the Church Accountant/Business Administrator for this function.

*Contacting emergency maintenance services (heating, elevator, electricity, plumbing, locksmith, and video surveillance) in relation to the Church building, including notification, follow-up, and updates to Business Administrator and other staff.

*Maintaining Reception area in a neat and orderly condition.

*Communicating with the Weekday, Weekday Evening and Saturday receptionists, either in person or via the Reception Notebook to ensure smooth running of the Reception area as a whole.

*Performing other duties as assigned.

The Sunday Receptionist reports to the Business Administrator.

QUALIFICATIONS

Education and/or Experience: Minimum high school graduate with clerical training and/or receptionist experience (operating multi-line phone console). Experience working in an office environment is important.

A strong sense of service and professionalism, while maintaining a sense of responsibility, is essential. Experience dealing diplomatically but firmly with groups and individuals of all ages highly desirable.

Relational Skills: This position is a key component of the hospitality ministry of the American Church. Very often the receptionist is the first point of contact for newcomers and visitors.

Must have the ability to deal with problems in a positive manner and find effective solutions or know where to seek assistance.

Dependability and discretion are key elements to working at the American Church.

Language Skills: BILINGUAL (French/English) - knowledge of other languages a plus. Ability to communicate effectively, verbally and in writing, with the public, vendors, renters, emergency maintenance services and other employees of the organization.

Computer Competency, including basic software (Word, Excel), internet, and online programs. Capable of quickly learning other software used by the Church (EMS Lite, Sage accounting).

Adherence to the mission and values of the Church: The church's congregation is an interdenominational and international Christian community whose mission is to bear witness by word and deed to the love of God as revealed in Jesus Christ, to provide a place of English language worship in the American Protestant tradition, and to engage in ministries and services that enrich the lives of residents and visitors in Paris.

French working papers required.

Please address your résumé/CV and letter of motivation by e-mail to **bizadmin@acparis.org** or by post to the **Business Administrator, The American Church in Paris, 65 quai d'Orsay, 75007 Paris.**

Start date: Sunday, June 11th