



Grace Community Church Front Desk Representative

About the Role

The Front Desk Representative will play a role in welcoming guests at Grace. This person will undertake all receptionist and clerical duties at the desk of our main entrance. You are the “face” of the church for all visitors and responsible for the first impression we make, supporting all departments.

About Us

We are a mega-church where relationships are everything. We believe the Gospel deeply, so we relate and work together in ways that express our ongoing need for Jesus. Our pastors are accessible, thoughtful, and steadfast. Our welcome is intentional and engaging. Our members are generous and sincere. We’re a church with a mission to meet people where they are and to help them take the next step in following Jesus. That means we care for people by meeting all kinds of needs. We love stories. We celebrate like crazy. We make disciple-makers, and we show up to do good in our community and in the world...all in the name of Jesus.

By God’s grace, we continue to grow numerically, multi-ethnically, and intergenerationally. We have God-sized dreams to reach more for Christ in the near future, but we won’t sacrifice relationships or thoughtfulness to do it. Could God be adding you to our highly collaborative, relational, Gospel-centered, staff team?

About You

The ideal candidate will be a believer in a growing relationship with Christ with a friendly and easy-going personality while also being very perceptive and disciplined. You should be able to deal with complaints and give accurate information. A customer-oriented approach is essential. The goal is to make guests and visitors feel comfortable and valued while on our premises. While you could work anywhere, using your gifts to serve the Lord and the local church gives you more joy and fulfillment.

Responsibilities/ Functions

- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Greet and welcome guests
- Answer questions and address concerns
- Answer all incoming calls and redirect them or take messages
- Receive letters, packages, etc. and distribute them
- Prepare outgoing mail, securing parcels, etc.
- Check, sort, and forward emails
- Order office supplies and track orders
- Receive counseling clients



- Fill out donation slips for clothing donations
- Keep updated records and files
- Provide administrative and clerical support, including database management
- Take up other duties as assigned

Qualifications

- Proven experience as front desk representative, agent or relevant position
- Familiarity with office machines (e.g. fax, printer etc.)
- Knowledge of office management
- Proficient in English (oral and written)
- Knowledge of Google Suite and/or MS Office
- Strong communication and people skills
- Good organizational and multi-tasking abilities
- Problem-solving skills
- Customer service orientation
- High School diploma; additional qualifications a plus

Relationship

The Receptionist reports to the Director of Operations.

Hours: Two days a week, Monday and Friday, 8:30 am - 4:30 pm and extra days as needed.

TO APPLY

If you are interested in applying, please submit your resume to jobs@gcconline.org, or 8200 Old Columbia Road, Fulton, MD 20759.