



POSITION DESCRIPTION – MEMBER SERVICES

HOURS: Full Time (40 Hours, Monday-Friday) Non-Exempt
SALARY: Based on experience
REPORTS TO: Personnel Officer

QUALIFICATIONS: This person must be able to communicate well with the public in person and on the telephone, and maintain confidentiality. Demonstrate a positive attitude, be comfortable with time-sensitive information; be able to prioritize work to meet deadlines while working in a team environment. They must have basic secretarial skills; typing, filing, and computer knowledge including database input.

RESPONSIBILITIES INCLUDE:

1. Primary receptionist responsible for professionally relaying pertinent information to staff.
2. Screen phone calls requesting Emergency Assistance.
3. Preparing and maintaining the Church's membership records.
4. Prepare and distribute membership reports to Elders and Synod.
5. Contact elders for funerals and schedule funeral dinners.
6. Schedule flowers for worship services.
7. Schedule weddings
8. Schedule baptisms
9. Prepare and maintain information regarding visitors and prospective members.
10. Schedule and work with volunteers who provide clerical assistance as needed on special projects, data entry, mailings, discovery packets, membership orientation packets etc.
11. Perform general office duties, such as sorting and distributing daily mail, typing, filing, operation of office machines and knowledge of computers.
12. Maintain church calendar and scheduling of rooms on web site
13. Assign and maintain contribution envelopes
14. Print annual contribution statements and prepare for mailing
15. Scheduling electronic door locks North and South