

# West Angeles Church of God in Christ

## Front Desk Greeter Position

**Reports to:** Church Administrator/Pastor

**Position Type:** Part-Time/Volunteer

### **Job Summary:**

*The Front Desk Greeter plays a key role in creating a welcoming environment for all church members, visitors, and guests. Positioned at the church's main entrance or reception area, the greeter is responsible for providing friendly, helpful, and prompt assistance to everyone who enters. This role involves greeting, directing, and providing basic information about church services and events, while also supporting the church's hospitality and outreach efforts.*

### **DUTIES**

#### **1. Welcoming and Greeting:**

- o Greet all members, visitors, and guests with a warm, friendly demeanor as they enter the church.
- o Offer assistance, provide directions, and answer general questions about the church and its programs.
- o Maintain a welcoming atmosphere at the front desk and entrance area.

#### **2. Visitor Assistance:**

- o Assist new visitors by providing them with information about church services, programs, and facilities.
- o Ensure that visitors are directed to the appropriate rooms, ministries, or services (e.g., children's ministry, worship services, pastoral offices).
- o Distribute welcome packets or visitor information as needed.
- o Record visitor details and connect them with follow-up ministries or church leadership when appropriate.
- o Ensure that appropriate signage is in place

#### **3. Event and Service Support:**

- o Assist with checking in visitors and members for church services or special events.
- o Distribute service programs, bulletins, or other relevant materials.
- o Help facilitate smooth traffic flow in the entrance area, ensuring that guests are attended to promptly.
- o Provide support for special church functions by assisting with sign-ins, directions, or other event-related tasks.
- o Maintain the schedule of events as presented on the calendar.

#### **4. Communication and Coordination:**

- o Maintain good communication with church leadership and administrative staff to stay informed about ongoing activities and events.

- o Report any concerns, emergencies, or unusual situations to the appropriate staff members.
- o Act as a point of contact for delivering messages between church staff and visitors.

**5. General Assistance:**

- o Assist with light administrative tasks such as answering phones or helping with clerical work during quieter periods.
- o Keep the front desk and entrance area neat and organized.
- o Assist with distributing church announcements or community information when required.

**QUALIFICATIONS:**

- High school diploma or equivalent (preferred, but not required for volunteers).
- Experience in customer service or a similar role is a plus.
- Friendly, approachable, and patient demeanor.
- Excellent communication and interpersonal skills.
- Ability to provide helpful, informative, and courteous service to a diverse group of individuals.
- Knowledge of church services, activities, and values (or willingness to learn).
- Ability to maintain a calm and welcoming presence even in busy or challenging situations.

**ATTRIBUTES**

- Strong people skills
- Patience and empathy
- Clear and effective communication
- Punctuality and reliability
- Attention to detail
- Teamwork

**WORKING CONDITIONS:**

- This position entails evenings and weekends