

Office Support Position - Volunteer

This volunteer position will report to Cheryl Cieczka, Office Manager and Finance Specialist. The purpose of this position is to support the Office with answering phone calls, “walk-ins”, filing, mailings, and assorted other office tasks. The schedule will be managed by Cheryl and training will be provided.

Ideally we would like several volunteers that would work one or both 3 hour shifts on Mondays:

Monday: 9am-noon and noon-3pm

Job Responsibilities

- 1) **Answer and managing phone calls:** This is the front facing of our church both from a welcoming perspective as well as the security of our church staff and members. A welcoming, pleasant call goes a long way to show us as a welcoming church. It will be important that the volunteer knows the staff meeting schedule (Pastors, Cheryl, etc.) so that either a message can be taken or the call transferred to the appropriate person. At times the call may need to be directed to Council and/or a Committee chair. In many cases, an address or phone number may be needed. Be sure whom you are talking to and that it is not a scam for example. The Volunteer can provide the address or number to a member but if it is not a member, best to get the caller’s phone number and have that person contact them directly. A current directory will be provided.
- 2) **Managing and directing “walk ins”:** Members and non-members often stop in for questions, talk to a Pastor, etc. This position will be required to be the first voice of the church. The volunteer should help the person first, if appropriate, direct them to “Pastor Time”, or if an emergency or family death, find an available Pastor.
- 3) **Other office tasks:** On some days, small mailings and/or office filing may be needed.