



PIONEER

MEMORIAL CHURCH

Receptionist & Facilities Coordinator

Ministry Description

Regular Part-time Position (32 hours)

WHO WE ARE

Out of His deep love for humanity, God changes our lives and asks us to spread His love within our community and throughout the world. We are uniquely positioned at Andrews University to share the story of God's love from the residence halls to the farthest parts of the earth. We accomplish our mission by engaging people across generations to become disciples of Jesus through the Connect process. Grow. Serve. Go.

MINISTRY OVERVIEW

- I. **About the role:** The Receptionist and Facilities Coordinator provides a welcoming and professional first point of contact for members and visitors while ensuring smooth church office operations. This role manages communications, provides information about services and events, oversees and manages the facility booking calendar, coordinates special event reservations, and administers key and access control.
- II. **Reports to:** Associate Pastor for Administration.

MINISTRY RESPONSIBILITIES

1. RECEPTIONIST

a. Provide a Warm and Welcoming Presence:

Greet members, guests, and visitors with kindness and professionalism as our first point of contact.

b. Manage Communications:

Answer phone calls, respond to inquiries, and direct messages to the appropriate pastors, ministry leaders, or departments.

Establish and enforce a standardized communication format for all staff (including pastoral staff) to improve clarity, efficiency, and productivity.

Manage the All-Staff calendar in coordination with the support and pastoral staff and the info@pmchurch.org inbox.

Communication of announcements and congregational prayer requests to the presiding pastor.



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c. Provide Church Information and Assistance:

Offer accurate information about worship services, church programs, events, and office procedures to members and the community.

d. Handle Mail and Deliveries:

Receive, sort, and distribute incoming mail and packages.

e. Uphold Confidentiality and Care:

Manage sensitive information with discretion and maintain confidentiality in all interactions.

f. Other Tasks & Responsibilities:

i. Ministry Fair: Notify ministry leaders of the Annual Ministry Fair.

ii. Lifetime Events: Weekly notification for pastors, deacons, baptismal assistants, maintenance, media, and office staff.

iii. Bulletin Inserts Coordination: When bulletin inserts are scheduled, coordinate with the designated volunteers on inserting the inserts inside the bulletins. These volunteers help ensure that our bulletins have the inserts placed inside.

iv. Prayer Ministry: Weekly prayer requests received are to be shared with the Prayer Ministry team for prayer and support.

v. Baptisms: Coordinate baptisms and prepare baptism packets.

vi. Baby Dedications: Coordinate baby dedications and prepare baby dedication packets.

vii. Name Badges: Handle name badge orders, including pick up.

2. FACILITIES COORDINATION

a. Maintain the Facility Booking Calendar:

Oversee and update the master reservation calendar to ensure accurate scheduling of all facility spaces and avoid reservation conflicts.

b. Process Standard Reservations:

Receive, review, and confirm ongoing facility reservation requests in accordance with church policies and availability.

Enforce established communication methods in line with church standards and procedures regarding facilities.

c. Coordinate Special Event Reservations:

i. Funerals and Memorial Services: Manage reservations and coordinate event details with families, pastoral staff, and relevant departments. Develop physical folders for distribution to parties involved, including relevant



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information, forms, church guidelines, and other details, as a printed version of what is shared electronically, to ensure accessibility and accurate coordination.

- ii. **Weddings:** Handle booking requests, confirm arrangements, and liaise with couples and associated parties to ensure smooth coordination. Develop physical folders for distribution to parties involved, including relevant information, forms, church guidelines, and other details, as a printed version of what is shared electronically, to ensure accessibility and accurate coordination.

d. Ensure Facility Security and Door Access:

Regularly inspect the door portal system to confirm it is functioning properly and address or report any security breaches or technical issues.

e. Manage Key and Access Card Requests:

- i. **Onboarding Volunteers:** Register and issue access cards or keys, ensuring proper documentation and authorization.
- ii. **Returning Volunteers:** Renew access permissions and update records for volunteers resuming service.

MINISTRY QUALIFICATIONS

- A member of the Seventh-day Adventist Church in good standing and a member of Pioneer Memorial Church.
- Strong sense of the Seventh-day Church's mission, respect the parish's need for confidentiality, and show a willingness to learn and adapt.
- Approaches this role as both a profession and a ministry, serving others with a Christlike spirit, humility, and compassion in all interactions.
- Communicates clearly and graciously, maintaining professionalism, appropriate confidentiality, and healthy boundaries while responding to the needs of the congregation and community.
- Exhibits strong organizational and administrative abilities, maintaining accurate records, managing scheduling and reservations with attention to detail, and handling multiple responsibilities effectively.
- Works both independently and collaboratively, providing leadership and support in coordinating church operations, events, and facility use to ensure excellence and a welcoming environment.



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- Demonstrates flexibility and responsiveness, adapting to changing priorities, learning new systems as needed, and handling challenges or emergencies with wisdom, grace, and professionalism.

Work Schedule

The position follows a structured weekly schedule totaling 32 hours per week, as outlined below:

- Monday: 9:00 AM – 12:00 PM; 1:00 PM – 5:00 PM
- Tuesday: 8:45 AM – 12:00 PM; 1:00 PM – 5:00 PM
- Wednesday: 8:45 AM – 12:00 PM; 1:00 PM – 5:00 PM
- Thursday: 8:45 AM – 12:00 PM; 1:00 PM – 5:00 PM
- Friday: 8:45 AM – 12:00 PM

A one-hour unpaid lunch break is observed Monday through Thursday from 12:00 p.m. to 1:00 p.m. Occasional flexibility may be required based on ministry or organizational needs.