Reception & Administrative Assistant

POSITION DESCRIPTION | EVANGELICAL FREE CHURCH OF LETHBRIDGE

EMPLOYMENT	Part-time, fixed-term | 15 scheduled hours per week; additional relief hours as needed
TEAM	Support / Operations
REPORTS TO	Leader of Support Team
KEY RELATIONSHIPS	Reception team, ministry staff, visitors, volunteers

Position purpose

Provide a warm, dependable first point of contact for people connecting with E-Free Lethbridge and practical administrative support for church ministries. This position helps maintain consistent front-office service while enabling ministry staff to focus on their core ministry responsibilities.

Core accountabilities

Reception and hospitality

Desired outcome: Visitors, callers and ministry participants receive helpful, welcoming and timely service.

- Provide front-desk coverage during assigned afternoon and Friday morning hours.
- Welcome visitors, answer calls, direct enquiries and help people connect with appropriate staff or ministries.
- Support a professional, hospitable and organized reception area while respecting privacy and confidentiality.

Administrative ministry support

Desired outcome: Ministry staff receive accurate and timely help with everyday administrative needs.

- Prepare documents, correspondence, print materials, forms and other routine ministry resources.
- Assist with event registrations, information updates, room bookings, schedules and administrative follow-up.
- Provide basic support in Microsoft 365, Planning Center and other approved office systems, within assigned permissions.
- Coordinate requests and deadlines with the supervising leader, balancing administrative projects with reception coverage.

Office continuity and teamwork

Desired outcome: Front-office duties and ministry support continue reliably across staff schedules and absences.

- Coordinate handoffs and shared procedures with the regular receptionist and relevant ministry staff.
- Provide additional morning reception coverage when needed, subject to availability and prior approval.
- Escalate sensitive, unusual or pastoral matters to the appropriate staff member rather than resolving them independently.

Typical responsibilities

The following are examples of routine responsibilities and may be adjusted as ministry needs evolve.

Daily reception tasks

- Greet guests, handle telephone and general email enquiries, and direct requests appropriately.
- Receive and route messages, deliveries, and routine paperwork.

- Maintain front-office supplies, resources and an orderly public reception space.

Ministry administration

- Assist ministry teams with registrations, attendance information and event logistics.
- Create or update routine documents, spreadsheets, mailings and printed materials.
- Complete assigned database or record updates accurately and with appropriate confidentiality.

Decision rights and boundaries

This role provides reception and general administrative support under the direction of its supervisor. Ministry staff may request support, but the supervisor establishes priorities when demands compete. Pastoral decisions, sensitive personnel matters, financial authorizations and ministry direction remain with the appropriate responsible leaders.

Candidate requirements

Essential

- Warm, welcoming interpersonal approach and strong customer-service skills.
- Strong organization, attention to detail and clear written and verbal communication.
- Working proficiency with Microsoft 365 and general office administration.
- Ability to manage interruptions and competing requests while maintaining confidentiality.
- Reliability for the established reception schedule and flexibility for occasional additional coverage.
- Willingness to support E-Free Lethbridge's Statement of Faith, Mission, Vision and Values and contribute positively to its ministry environment.

Considered assets

- Experience in church, nonprofit or service-oriented office reception.
- Experience with Planning Center or other church-management systems.
- Experience supporting events, volunteer teams or multiple internal departments.

Indicators of success

- Reception hours are consistently covered and visitors experience a friendly welcome.
- Enquiries and messages are routed promptly and appropriately.
- Ministry requests are completed accurately within agreed priorities and timelines.
- Sensitive information is handled discreetly and office procedures are followed.
- The regular receptionist and ministry staff experience reliable continuity and practical support.

Working expectations

The regular reception schedule is Monday through Thursday, 2:00–5:00 p.m., and Friday, 9:00 a.m.–noon (15 scheduled hours weekly). Additional morning reception coverage and administrative hours may be scheduled by mutual agreement and with supervisor approval.