



## JOB DESCRIPTION

*CLC Front Desk Team Member* | MOUNT PLEASANT CHRISTIAN CHURCH

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**POSITION TITLE:** CLC Front Desk Team Member

**EFFECTIVE/REVISED:** December 3, 2018

**STATUS:** Part time

**REPORTS TO:** CLC Assistant Director/Director

Our mission is simple; we want to change the world one life, one family, one opportunity at a time. Our vision is to be a church that is locally focused and globally engaged with an undeniable IMPACT for Christ. Through compelling worship, relational discipleship, spiritual influence and serving others across the street and around the world, Mount Pleasant Christian Church is a welcoming place for you and your family to learn, grow and connect.

### **01. Summary of Position:**

At the Community Life Center, we're dedicated to providing a Christian atmosphere where your whole family can have fun and stay in shape. The position of CLC Front Desk Team Member is responsible for creating an exceptional first impression experience for all guests and members of the CLC. In this role you will have the chance to join in the mission and vision of MPCC, making an IMPACT in the community.

### **02. Duties:**

- Provide superior customer service to all guests
- Answer phones in a friendly manner
- Process memberships
- Process all registrations for leagues and programs
- Handle all payments of memberships and registrations
- Respond to questions and concerns in a timely and professional manner, escalating to Assistant CLC Director, or appropriate Coordinator, as needed
- Assist the Youth Sports Coordinator as requested
- Assist the Adult Sports Coordinator as requested
- Assist the Wellness Coordinator as requested
- Maintain the readiness and cleanliness of the building as needed
- Maintain knowledge of current and upcoming league and wellness registrations
- Maintain general knowledge of current and upcoming MPCC events



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### **03. Characteristics:**

- Christian individual with a heart for others
- Willingness to collaborate and foster a team environment
- Strong communication skills
- Self-motivated and organized
- Energetic and enthusiastic
- Passionate
- Consistent pursuit of personal and professional progress
- Commitment to excellence
- Problem solver
- Strong cash handling skills
- Flexibility with scheduling

*This job description is not designed to cover every job requirement. Mount Pleasant reserves the right to change job duties at any time.*

### **04. Required Experience:**

- Computer Skills
- Customer Service Experience
- CPR Certified

### **05. Staff Expectations:**

- Faithful in weekend worship at Mount Pleasant or one of our IMPACT Campuses
- Practice Christian stewardship through the giving of regular tithes and offerings
- Practice a lifestyle witness
- Be willing to assist with and perform responsibilities outside of your ministry area as needed
- Always display a willingness to help church members and guests when asked or in critical times
- Personal acceptance and alignment with Mount Pleasant's vision and mission