

# JOB DESCRIPTION

Upper Columbia Conference of Seventh-day Adventists

<b>Job title:</b> Receptionist	<b>Department:</b> Human Resources
<b>Category:</b> Full-Time – 38 hours per week (See schedule section below)	<b>Wage grade/range:</b> \$17.97 - \$24.88/ 52-72%
<b>Classification:</b> Non-exempt, Hourly	<b>Supervisor's title:</b> Human Resource Director
<b>Date Updated:</b> April 2026	<b>Location:</b> UCC Office; Spokane, WA

## POSITION SUMMARY

This position involves working at the reception desk for the Upper Columbia Conference. This is a critical position for assisting guests visiting our office, the first impressions guests form from the greeting they receive are a very important aspect of this position. The position involves customer service, supplies management/orders, and departmental projects.

## AUTHORITY, ACCOUNTABILITY

Authority as delegated by the supervisor(s). Work is performed with limited supervision. Responsible to supervisor(s). There are specific guidelines to follow, but the work requires the ability to carry out duties and meet deadlines independently.

## ESSENTIAL JOB FUNCTIONS

### Front Desk & Reception (Primary Responsibility)

- Answer all incoming calls to the main office line and greet, assist, and direct visitors at the front desk.
- Serve as the first point of contact for guests, providing courteous, professional, and helpful service at all times.
- Open the lobby each morning by 9:00 a.m., including unlocking main doors, turning on lobby lighting, and preparing shared spaces as needed.
- Close the lobby at 4:00 p.m., including securing doors, turning off lights, and ensuring common areas are orderly.
- Maintain the calendar for meeting room usage and manage front-desk logs.

### Office, Supply, and Facilities Support

- Maintain office and workroom supply levels; place orders as needed
- Order kitchen paper goods and supplies as necessary.
- Manage janitorial supply inventory and orders
- Straighten and maintain the lobby area and reading materials daily.
- Straighten and maintain the kitchen and breakroom daily.

### Departmental Support

Provide administrative support to Human Resources, Education, and other departments, including tasks such as:

- Preparing and processing mailings
- Scanning, filing, and organizing documents
- Assisting with special projects and routine administrative work

Handle sensitive information with professionalism and confidentiality.

Perform other duties as assigned and as needed to support office operations and departmental needs.

### **SKILLS & SPECIAL REQUIREMENTS**

- A Seventh-day Adventist member in good standing
- Must have basic administrative assistant/clerical skills (basic spelling, math)
- Receptionist and administrative assistant experience preferred

### **APTITUDE & KNOWLEDGE**

- Cheerful, helpful, open personality that leaves positive first impressions.
- Basic computer software knowledge: Microsoft Office Suite - Word, Outlook, and Excel.
- A good communicator (verbally and in writing), who is respectful with co-workers and clients
- A positive “can do” attitude-- honesty, loyalty, and humbleness are highly valued
- A team player among departmental staff in the office, and with outside personnel
- Must exhibit initiative.
- The ability to meet deadlines/appointments in a timely way.
- Adaptable, able to evaluate priorities and aid supervisor in planning and organization.

### **PHYSICAL REQUIREMENTS**

Must be able to read, speak and hear. Must be able to effectively communicate in English both orally and in writing. Some standing, walking, bending, kneeling, carrying of items (up to 25 pounds), etc. required.

### **WORK CONDITIONS**

Essential responsibilities are performed primarily in a sedentary environment. Tasks are usually performed under normal office conditions. Work area is well lighted and ventilated.

### **SCHEDULE**

This is a full-time position, averaging 38 hours per week. The core responsibility of this role is to provide front desk coverage Monday through Thursday from 9:00 a.m. to 4:00 p.m. A 30-minute lunch break is scheduled during the noon hour. The remaining approximately 3 hours per day are semi-flexible and scheduled by mutual agreement, based on business needs.

Full-time work hours, as defined by *Upper Columbia Conference Hourly Employee Handbook*, are required, to be coordinated with offsite work if needed. Overtime is never permitted without supervisor's prior approval.

### **BENEFITS**

As a full-time, non-exempt position is eligible for the following benefits:

- Vacation leave
- Sick leave
- Holidays
- Retirement contributions (employer and matching)
- Healthcare coverage (medical, dental, vision, hearing, and prescription drug)
- Life insurance
- Long-term disability plan

*Upper Columbia Conference Idaho and Washington locations are not eligible for*

*Unemployment Benefits.*