



## **Reception and Office Administrator Job Description**

At Temple Beth Am we deepen relationships to Judaism and our community by engaging the soul, heart, and mind. Temple Beth Am's *Beit Am* (House of the People), is made of three smaller houses: the Beit Tefillah (House of Worship), the Beit Kehillah (House of Community), and the Beit Midrash (House of Study). All professionals at Temple Beth Am are collaborative, relational, and work to support all three rooms of our Beit Am.

Temple Beth Am's administrators advance the mission by ensuring congregants are at the center of all we do. Our Reception and Office Administrator supports clergy, staff, and congregants by acting as our primary point of contact for internal and external constituencies. They are the phone and email front line, they book appointments, order supplies, welcome guests, support mailings, and assist with the logistical aspects of all of our mission-driven work. In addition, this position is comfortable by phone and in person assisting all departments including worship, events, facilities, educational programs, and finance at Temple Beth Am. This position reports to the Executive Director and serves all staff and clergy at Temple Beth Am.

### **Primary Job Functions**

#### **Reception:**

- Routing all general emails and calls, delivering timely messages to appropriate parties
- Safely manage the door/welcome guests and visitors
- Maintaining a tidy and stocked office
- Connect congregants with the caring community resources

#### **Office Administration:**

- Printing, prepping supplies, and distribution
- Vendor and equipment coordination
- Taking and sharing notes in all staff meetings
- Managing mail and coordinating mailings
- Data entry and data coordination as needed to support events, community, worship, lifecycle, and learning programs
- Gift shop sales
- Travel arrangements
- Certificate creation
- Parking lot reservations

## **Purchasing:**

- Receiving and inventorying all orders
- Maintaining supplies and supply storage
- Daily and weekly ordering for all Temple departments and programs
- Ritual items and gift shop ordering and stocking
- Gift ordering

## **Other duties as assigned**

### **Core Competencies**

Our professionals possess the following qualities:

- Relational - Temple Beth Am Congregants consider our professionals to be part of their sacred community. You will need to be comfortable, thoughtful and confident speaking in person and by phone to members of our community.
- Lifelong learners – Interest in both formal and informal learning opportunities to foster the continuous development and improvement of the knowledge and skills needed for both employment and personal fulfillment.
- Technophiles - Being both technology literate and unafraid of the fast-changing technology landscape is essential for us to understand and serve our congregants. You do not have to be an expert, however with professional support you should be enthusiastic about learning new technologies.
- Innovative – You should be interested in the different and more effective ways we can do our mission driven work while be open to and embracing change.
- Self-Motivated - Encouraging yourself to continue making progress toward a goal even when it feels challenging or requires flexibility.
- Highly Organized – Having the routines and discipline necessary to accomplish mission driven tasks on a daily, weekly and monthly basis.
- Confident - Comfortable communicating through verbal, written and non-verbal means with a sense of humor and the resilience to work with congregants and colleagues facing challenging issues

### **Qualifications**

- Computer competency requiring Google Suite, Microsoft Word, Outlook and Excel
- Ability to problem solve, take initiative, set priorities, handle multiple projects and exercise good judgment in a fast-paced, dynamic environment
- Speed and consistency in email-based communication
- Strong attention to detail: experience tracking multiple project/communication threads
- Willingness to ask for and to give feedback
- Customer service orientation
- CRM database software experience, familiarity with ShulCloud software a plus

- Demonstrated commitment to people and organizations who are changing the world through Jewish values, social justice and meaningful relationships

**Job Type:** Full-time (36-40 hours a week)

**Benefits:**

- 401(k)
- Dental insurance
- Employee discount
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Professional development assistance
- Vision insurance

**Schedule:**

- 5 days a week, 36-40 hours, 6-10 hour shifts, in person (Closed on Mondays). There may be split days off certain months of the year.

**Work Location:** In person

**Pay:** \$23.50 - \$24.50 per hour