

## **JOB DESCRIPTION**

**JOB TITLE**      **Receptionist & Administrative Assistant**

**REPORTS TO**    **Sales & Marketing Director**

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### **PRINCIPLE FUNCTION**

Develop a culture of excellence ensuring the timely and professional answering, screening, and transferring of phone calls to the appropriate staff person as well as greeting and directing visitors to PCI. The Receptionist provides general office support to our Sales team as well as other areas of PCI. They help to maintain a collaborative working environment with excellent communication and strong planning to support successful relationships between departments so that objectives are met.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Reception**

- Ensure front door is opened and locked daily and the front office is clean and neat for visitors.
- Answers telephones and direct the caller to the appropriate associate. Greet and direct visitors.
- Provide callers with information such as company address, directions to the company location, company fax numbers, company website and other related information.

#### **Sales Administration Support**

- Provide assistance to the Sales team with writing, paperwork, and other tasks.
- Research and or run reports on churches, church plant organizations, multisite organizations and other organizations that serve the same clientele as we do.
- Create clients in Salesforce, maintain consistency of client records in various databases/software programs, and reconcile client data.
- Prepare and communicate system delivery information including updating records, creating delivery packets, and sending delivery emails.

#### **Other Administration Support**

- Maintain PCI calendars
- Receive, sort and forward incoming email from our general mailboxes.
- Assist in the tracking, receiving, stocking and distribution of office supplies as needed.
- Assist with other related clerical duties such as photocopying, faxing, and filing.
- Other tasks as directed by the Sales & Marketing Director

#### **Skills Required**

- Microsoft office & Google suite experience
- Ability to learn new software (Salesforce, Pardot, Wrike, etc)
- High relational capabilities / Strong communicator
- Driven by details & self-motivated
- Ability to manage numerous projects