



**Job title: The Welcome Center Assistant**  
**Department: Program**

**FLSA Status: Non-Exempt**  
**Reports to: The Welcome Center Manager**

**The mission of Sandy Cove Ministries is to help people connect with God and each other in order to be transformed into the image of Christ, through His Word, His creation and community.**

**Position Summary:** Welcome guests at the The Welcome Desk in The Commons, answers any guest questions and assists with special projects.

**Position Purpose:** To assist guests with customer service needs at The Welcome Desk to help them enjoy their time at Sandy Cove and better connect with God and each other.

**Role Qualifications:**

- Personal relationship with Jesus Christ
- General knowledge of Sandy Cove
- Customer service experience

**Essential Job Functions/Responsibilities:**

- Answer guest questions about Sandy Cove events/activities by listening to requests, asking clarifying questions, analyzing the situation and finding the appropriate solution
- Direct guests to appropriate locations through verbal directions and map when they require directions
- Complete revenue transactions for Food Service or Program Departments by processing payments (cash, check, credit card) in exchange for a service or item by using the cash register and credit card machine
- Maintain sign-up lists and distributes tickets when needed for activities (sports, parasailing, etc), services (life coach, family photograph), and meals (daily meals, weekly banquet), and provides information to appropriate department
- Provide first-aid supplies such as adhesive bandages and accident reports when there is an injury
- Distributes and files activities waivers
- Coordinate the assembly and distribution of Brown Bag Devotions for the families
- Restock the 24-hour coffee bar
- Assist with special projects
- Perform any other reasonable assignment

**Essential skills and experience**

- Knowledge of and ability to use computers
- Cheerful demeanor and friendly personality
- Strong interpersonal skills
- Ability to problem solve
- Ability to work in team
- Basic mathematic aptitude

- Must be well-organized; proven ability and interest in multi-tasking
- Must be willing to have a flexible work schedule

**Nonessential skills and experience:**

- Prior Front Desk Attendant experience

**Reporting to this position: None**

**Physical demands of work environment:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

■ *Physical demands:* While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands, climb stairs, balance, stoop, kneel, see, talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

■ *Work environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal to moderate.

**General sign-off:** The employee is expected to adhere to all company policies and to act as a role model for all other Sandy Cove Ministries' employees.

I have read and understand this explanation and job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Created: 8-1-11**

**Revised: 1-1-23**