

# Administrative Assistant/Receptionist

Revised March 2019

Job Classification: **Part time – 20 hours per week**

Work Hours: **Monday-Thursday 10 am-12:30 pm, Lunch 12:30-1:00 pm, and 1:00– 3:30 pm. Office is closed at 3:30 pm M-Th. Leaving 30 minutes for catch up on administrative work with office closed. Office closed all day on Fridays.**

Accountable to: **Gerald Innes, Director of Ministry Operations**

Purpose: **Assist Director of Ministry Operations and other staff as available by fulfilling the duties listed below. And provide kind and loving assistance to visitors as a priority over other duties to always make them feel that their needs are of primary importance.**

Responsibilities and Duties:

- People:
  - Deal with people-needs as they arise.
  - Handle incoming phone calls; receive and route messages with a friendly and welcoming attitude.
  - Care Fund assistant: To be trained by our Care Director to assist those coming to the office for help. Assist them filling out the application, asking care evaluation questions, and report results accurately to the Care Director. Keep a log updated of care given.
  - Be prepared with literature and general information about the church, and refer people to the correct staff to obtain specific information about classes, groups, studies and events, and to assist visitors to the office.
- Facilities
  - Coordinate campus use. Update and maintain the church facilities scheduling software as requests are received. Make sure there are no conflicting room uses scheduled.
  - Confirm that rooms have been scheduled by email to the appropriate person who made the request.
- Database & Attendance
  - Church database management. Update and maintain active and accurate records in Churchteams database.
  - Make data base entries as needed.
  - Record weekend church services attendance; email to Director of Operations.
- Administration
  - Edit prayer requests to be released to the ENCOUNTER website prayer list.
  - Make copies, do clerical work and general typing as needed.
  - Check the fax machine periodically and route faxes.
  - Proofread and correct various publications and documents.
  - Assist other staff members and ministries as needed, when available.
  - Office management and supplies
  - Order office supplies as needed.
  - Clean and maintain paper closet and other printing supplies as needed.
  - Sort incoming mail and route to mailboxes. Notify staff member when he or she gets a package.
  - Keep various office forms and lists up to date. Keep the reception office, volunteer office, and staff kitchen clean and tidy.
  - Keep track of and order all supplies and maintenance for color copier. Complete monthly color printer report for department charges and send to accounting department
  - Train, schedule, and supervise volunteer teams for special office projects, bulletin assembling for special events, recycling materials, and restocking seat pockets.

**Requirements:**

- Warm and friendly with a helpful attitude
- Computer literate: able to quickly learn the program we use for facilities use management, MS Excel, MS Word
- Good skill at proof reading

- **Maintain a positive attitude towards the church and staff**
- **Be or become a member of ENCOUNTER.**