

## **Job Description – Grace Commons Church**

**JOB TITLE:** Ministry Support Team – Administration and Operations

*This is a part-time non-exempt position.*

**REPORTS TO:** Ministry Support Team Lead

**POSITION RATIONALE:** The individual in this position staffs the front desk and serves as the first point of contact for all visitors to the church. This position also provides administrative support to the Business Administrator, Accounting Manager and Facilities Manager. Because this position is part of the Ministry Support Team, this individual is expected to complete assignments and manage projects for ministries in addition to those noted above.

### **ATTRIBUTES NECESSARY FOR SUCCESS IN THIS POSITION:**

- Love Jesus and what we are doing at Grace Commons to honor God’s call for our church
- Bring a heart to serve and a willingness to do “whatever it takes” to accomplish a task
- Offer the gift of hospitality while simultaneously implementing appropriate and necessary boundaries towards visitors
- Be an effective listener
- Demonstrate an eagerness to learn and a willingness to graciously accept coaching and correction
- Display resolution-oriented behavior
- Take initiative to pursue the big picture on your own while simultaneously attending to necessary details
- Ask good questions
- Exhibit effective organizational and time management skills
- Show competency as a multi-tasker and a willingness to be flexible and adapt to changing conditions
- Work as a team player
- Exercise confidentiality and discretion when dealing with sensitive matters

### **REQUIRED COMPETENCIES:**

- Experience as a receptionist in a front line position dealing with a variety of constituents
- Experience supporting an office
- Proficiency in Word, Excel, PowerPoint, Publisher
- Basic understanding of working with and managing a data base
- Experience using various communication tools including mass email production and social media posting
- Experience with program support including developing marketing pieces, creating forms and managing registration, preparing program materials
- Professional level writing and proofreading skills

### **EXPECTATIONS:**

- Work 100% of your hours on site at church
- Attend weekly all-staff meetings
- Participate in all-church events which may occur during evenings or on weekends
- Greet visitors and have them wait in the office until the staff member with whom they are meeting arrives
- Manage the office including, but not limited to,
  - opening the office each day
  - ensuring the copier work area is stocked, organized and ready to go every morning and the mail room is clean and organized
  - managing the maintenance and repair for all office equipment
  - managing phone messaging when the office is closed
  - accepting packages, opening/distributing mail, running mail through the postage meter
- Serve as back-up for contributions processing

- Work outside of your key ministry assignments as dictated by the workload across the Ministry Support Team
- Recruit and facilitate the work of volunteers
- Take kitchen training

Reviewed by Employee: \_\_\_\_\_ Signature      Supervisor \_\_\_\_\_ Signature      Date: \_\_\_\_\_

NOTE: This job description is not intended to be all-inclusive. Employee may be asked to perform other related duties to meet the ongoing needs of the organization.