

# **FRIENDSCHURCH**

## **Operations Administrative Assistant Part-Time Non-Exempt**

### **JOB PURPOSE**

**To serve the church by providing a warm welcome and assistance to callers and visitors, providing general information of church events, clerical assistance to other support staff members upon request, processing incoming and outgoing mail.**

### **ESSENTIAL FUNCTIONS**

Some of the primary duties include:

#### **GUEST SERVICES**

##### **Front Desk**

- Coordinate, oversee and recruit the Front Desk volunteers.
- Maintain the front desk scheduling, managing the desk when volunteers are not available.
- Train the volunteers to greet guests and offer them assistance, receive incoming calls, answer questions and provide information on all services and events. Take complete and accurate messages and route calls to appropriate staff members.
- Maintain current phone numbers and church information
- Notify ministries of all deliveries

##### **Website Chat Line**

- Schedule and coordinate the daily on-line chat operator hours.

##### **Bookstore**

- Maintain volunteer operators of the bookstore
- Provide input on sale strategies and get feedback from volunteers on sales and processes.
- Update prices in Square-up in partnership with Finance Associate.
- Process inventories and report to Finance Associate for quarterly taxes.
- Maintain I-pads, hotspots, and codes, training volunteers to use accurately.

##### **Special Events**

- Obtain and schedule volunteers for special events book and ticket sales.
- Provide periodic administrative support to the Guest Services team in prep and coordinator of all church events.

#### **OPERATIONS/FRIENDS STAFF SUPPORT**

##### **Mail**

- Retrieve the incoming mail daily from outside mailbox.
- Coordinate the outgoing and incoming mail, postal machine maintenance for the church.
- Process and deliver outgoing mail to post office.
- Ensure meter has sufficient postage.
- Package books, tapes and other outgoing materials according to appropriate shipping guidelines.
- Maintain appropriate supply of mailing, packaging and shipping materials.
- Maintain staff mailboxes

##### **Order of supplies and vendors**

- Responsible for all Cost-Co and office supply orders for church ministries.
- Schedule Shred-Pro when needed.

### **Office Support**

- Provide periodic administrative support to Operations Team
- File Accounts Payable and Human Resources documents.
- Maintain up to date and well-organized files.

### **ADDITIONAL FUNCTIONS**

- Schedule department events, meetings and facilities requests
- Work with Sofee Team to create and implement staff appreciation events.
- Participate in all-church Group Life series as requested, minimum once a year.
- Keep current in related field.
- Attend and participate in all staff Friends Church events, programs, and training.
- Cooperate with Supervision by performing appropriate related duties when assigned or instructed

### **QUALIFICATIONS**

**SPIRITUAL:** Must have a personal relationship with Jesus Christ and must have a heart for ministry. Must hold to the Statement of Faith, Position Statements, Mission Statement, and Core Values and Ministry Values of Friends Church. Those that serve God on the staff at Friends Church are expected to set a high standard of personal conduct and lifestyle. It is required that all staff members are active attendees of Friends Church.

**EXPERIENCE, EDUCATION AND LICENSURE:** Associates degree is a plus, or equivalent combination of education and experience.

### **KNOWLEDGE AND SKILLS**

**SKILLS:** Must be proficient in the Microsoft Suite of products. Good verbal, written and interpersonal communications skills. Effective time management, organizational and multi-tasking skills. Finger dexterity and wrist-finger speed. Must be confidential, flexible, accurate and have good follow-up skills.

**ABILITY:** Ability to comprehend and express written and oral information. Ability to order information.

**PHYSICAL DEMANDS:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit and talk and hear. The employee is frequently required to use hands to handle or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds.

**WORK ENVIRONMENT:** *Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate.

**Friends Church reserves the right to change, rescind, add or delete the duties and responsibilities within this job description at any time.**

**To apply, please send your cover letter and resume to Dana Anderson at [danaa@friends.church](mailto:danaa@friends.church)**