

FRIENDSCHURCH

**Operations Administrative Assistant
Full-Time, Non-Exempt
40 hours a week**

JOB PURPOSE

To serve the church by providing administrative support to leadership and operations team. Provide a warm welcome and assistance to callers and visitors, providing general information of church events.

ESSENTIAL FUNCTIONS

Some of the primary duties include:

LEADERSHIP ADMINISTRATIVE SUPPORT

- Support Executive Pastor, CFO, and Executive Creative Director including scheduling meetings, credit card reconciliations, and ordering of supplies.
- Manage emails and calendars as needed.

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
- Develop relationships with volunteers by being a Godly role model, mentoring and discipleship.
- Deliver messages left on voicemail and info-email to appropriate ministries.

Special Events

- Obtain and schedule volunteers for special events, books, and ticket sales.
- Provide periodic administrative support to the Guest Services team in prep and coordination of all church events.
- Back-up support for events as needed by the Guest Services Director.
- Partner with MarCom in printing of all signage for Guest Services and Special Events.

HUMAN RESOURCES

Recruitment Processes

- Schedule interview among hiring manager, HR Director, and applicants.
- Book conference room for interview meetings.
- Post open positions on Friends Church website.

Onboarding Processes

- Develop and order supplies for new staff onboarding bags.
- Coordinate all employment paperwork including staff policy acknowledgments, reviews and quarterly feedback to new hire staff.
- Assist with new hire on-boarding, including of new hire paperwork and job descriptions, sending electronic paperwork to new hires prior to the hire date.
- Update Staff List on Friends Church website.

OPERATIONS/FRIENDS STAFF SUPPORT

Office Support

- Provide periodic administrative support to Operations Directors.
- Maintain up to date and well-organized files.

Secondary Functions

- Coordinate and lead Administrative Assistant/Coordinator monthly meetings.
- Update Organization Chart as needed.
- Schedule department events, meetings, and facilities requests.
- Schedule Open Enrollment meetings and facilities/technical requests.
- Send 6-month reviews to new hire supervisors.
- Work with Staff Special Event Team to create and implement staff appreciation events.
- Participate in all-church Group Life series as requested, minimum once a year.
- 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 and Life Groups.

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 and Google 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.