

CARES ADMINISTRATIVE ASSISTANT

GENERAL DESCRIPTION

Provide administrative support to the Cares Ministry Director/Manager by managing data, preparing reports, handling information requests, and performing clerical functions such as preparing correspondence, scheduling meetings, database entry and monitoring administrative projects.

Classification: Non-Exempt; Hourly // **Status:** Part Time (10-15 hours per week) //

Team: Adults/Cares // **Supervisor:** Ken Key, Cares Pastor

WORK SCHEDULE: (Flexible based on ministry needs)

- Monday: OFF
- Tuesday: 10:00am - 1:00pm
- Wednesday: OFF
- Thursday: 9:00am - 1:00pm
- Friday: 9:00am - 12:00pm (remotely)

ESSENTIAL DUTIES & RESPONSIBILITIES

GENERAL ADMINISTRATIVE:

- Support and participate in the overall mission of the church and its implementation.
- Correspond with and record attendance for volunteers.
- Maintain and update volunteer organizational charts.
- Maintain and update church database (Church Community Builder/CCB) for ministry classes and events.
- Provide information by answering questions, responding to inquiries and solving administrative problems.
- Administer all calendaring and meeting/event logistics for Ministry Leader.
- Track budgets and organize credit card statements/receipts for Ministry Directors.
- Serve as the primary Ministry CCB/MRP (My Rock Point) coordinator, provide data input and reporting to ensure the team is current and in compliance with approved Rock Point policies and procedures.
- Serve as the Ministry liaison to other teams and centralized areas of coordination.
- Serve as a back-up receptionist for the main office on an as-needed basis.

CARES:

- Frequently request updates to the Restoration web pages.
- Research, contact, and reserve with other businesses and organizations that pertain to an upcoming conference or church wide event.
- Reserve rooms and resources for Cares classes and events in CCB.
- Follow up with new volunteers through an email or phone call.
- Send out birthday and thank you cards to volunteers.
- Respond to emails and phone calls as needed.
- Enter and disseminate prayer requests through CCB.
- Live Stream/Prayer Teams volunteer scheduling/communication.
- Order supplies as needed for Celebrate Recovery, Cares classes, etc.
- Act as liaison for benevolence requests.

COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- **Judgment** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- Minimum of 2 years Administrative or Volunteer Experience
- High School Diploma or GED
- Proficient with computers, including: Internet, Email, Microsoft Office
- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of Rock Point Church. (<http://rockpointchurch.com/statement-of-beliefs/>)

PREFERRED REQUIREMENTS

- Minimum 3 years Administrative Assistant Experience
- Working knowledge of Concur Expense System
- Working knowledge of Church Community Builder

PHYSICAL REQUIREMENTS

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 25 pounds).

PERSONAL LIFE REQUIREMENTS (POST HIRE)

- Model biblical understanding and maintain a consistent personal devotional life;
- Model biblical commitment and become a covenant member of Rock Point Church;
- Model biblical family life before the body and regularly attend worship service with your family;
- Model biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model biblical community; and
- Model biblical generosity and financially support Rock Point Church.