

## ADMINISTRATOR/COORDINATOR

### GENERAL DESCRIPTION

Provide high-quality administrative support to the Ministry, Director, and/or Manager by managing database, preparing reports, handling inquiries, and performing other clerical functions. This position requires exceptional organization and time-management skills, good judgement, effective communication, and identifies and addresses ministry needs to excel in preemptive support of the team. Some positions include coordinating events and onsite assistance.

**Classification:** Non-Exempt; Hourly // **Status:** Full-Time (35-40 hours) // **Team:** TBD // **Supervisor:** TBD

#### Work Schedule:

- Monday – Friday: 8am -4pm (Flexible based on ministry needs).
- Weekends may be required for some positions.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Support and participate in the overall mission of the church and its implementation.
- Schedule, correspond with, and record attendance for volunteers.
- Maintain and update volunteer groups, rosters, and contact information.
- Maintain and update church database (Church Community Builder [CCB]) for all ministry facets.
- Provide information by responding to inquiries and solving administrative problems.
- Administer all calendaring and meeting logistics for Ministry Leader.
- Assist in organization of events with detailed observance and compliance with established procedures.
- Track budgets and organize credit card statements/receipts for Ministry Directors.
- Serve as the primary ministry CCB 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.
- Participate in RPC Staff Meetings/Hangs, Admin Meetings, and Ministry Meetings.
- Serve as a back-up receptionist on an as-needed basis.

### 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
- Proficient in Microsoft Office 365
- 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 15 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 (exceptions allowed on a case by case basis with Lead Team approval);
- 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.