



## **Receptionist/Administrative Assistant**

### *Job Description*

#### **Position Summary**

The Administrative Assistant (AA) will be specifically responsible for the items and areas detailed below. The AA provides direct assistance to the lead pastor(s) through requested tasks and availability, and indirect assistance by overseeing the administrative and day-to-day tasks relevant to the church and front-of-house operations. The position could change as the church grows, its needs change, more staff are hired, and the gifts and passions of the candidate become apparent. However, the candidate should show a biblically inspired passion for the following job description and demonstrate proper qualifications for it.

The candidate will help Oceanside thrive in creating a welcoming and warm environment around the office on a daily basis. The candidate will display a passion for the general administrative tasks necessary to keeping Oceanside a highly functional and life-giving church.

The AA is directly accountable to the Lead Pastor(s) and via him/her to the Oceanside Church Council. She/he is expected to fully support the leadership and vision of the church and work with the Lead Pastor(s) in making decisions and in working in the areas outlined in this job description. A *team-first attitude* and heart of service is essential to this position.

#### **Position Requirements/Qualifications**

- First and foremost, a vibrant relationship with Jesus Christ and a deep love for His people, His church, and His world. An understanding of the important role and connection between first impressions and administrative work and kingdom advancement.
- An undergraduate degree or similar training, certification, or experience relevant to the position and its administrative tasks.
- Highly organized, significant communication skills (written and verbal), proficiency in computers and software programs, and ability to start and finish projects independently.
- Significant people and organizational skills in order to facilitate administrative oversight and have the ability to create a warm and hospitable environment as the "first impressions" of the church.

#### **Hours & Pay**

- 13-17 Hours/week. Priority: 9-4 Tuesday & Thursday (13 hours). Possible/ideal: Wednesday 12-4 (4 hours). Hours could be more or less depending on the candidate's availability and situation as well as ability to take on tasks and projects.
- \$20-\$24/hr. depending on experience and qualifications. There are currently no benefits for this position at its current hours.

*Note 1: some tasks may be shared with, have overlap with, or will be supervised by the Church Operations and Facility Manager (COFM). Note 2: much of the hours will be taken up by "unplanned" events of the day that a receptionist handles, which are built into the hours.*

## Tasks

1. Front of house duties (reception): answer phone, respond to phone/email messages, greet walk-ins, get mail. Care for and engage walk-ins and crisis situations or need-based phone call situations. Doing as much as possible to take care of people and situations without having to refer to other staff. However, knowing when it is necessary or relevant to forward incoming messages, emails, and people to the appropriate person.
2. Overall, create a warm, welcoming, safe, and aesthetically pleasing space and environment, particularly to guests and in relation to "first impressions" and associating you with the church.
3. Lead Pastor assistance: general errands, projects (weekly and ongoing), and tasks in support of the lead pastor as needed.
4. Communicate regularly with bookkeeper on all relevant financial matters and perform some internal financial tasks if/when needed, particularly scanning necessary documents to the bookkeeper.
5. Track Sunday and event attendance in existing spreadsheet.
6. Visitors: Prep Sunday welcome materials/packs; enter connect card info (and pull social media) to ChMS, scan to pastors, enter people flow, add notes on all contact for reference (i.e., "filled out connect card and welcome video sent"), add to e-news, send follow-up email/letter and prepare gift box (arrange visit or occasionally do the visit), subscribe to "next steps" follow-up emails/texts. See visitor procedure docs.
7. Follow up and respond to (or ensure response to) any connect, next steps, serve, or prayer cards. Enter into notes.
8. Keep track of incoming online forms and cross-reference all data, keeping database up to date. Add notes as necessary to people's profiles from forms.
9. Send/prepare care cards, packages, or emails as requested.
10. Organize library: return books, check sign-up sheet/database, call on overdue books (3+ mo.), help people with accounts and ensure electronic system is working well.
11. Print out OOS for pastors. Print newsletter for elderly by request.
12. Keep reception/admin/welcome email highly organized, functional, and archive messages for easy future reference, keeping it as main email for general tasks and church contacts.
13. Keeping important church files and archives organized and available in shared folders.
14. Be well-versed in our Church Management System (ChMS): volunteer schedules, creating forms, people flows, databases, automated messages, programs, groups, etc.
15. Schedule (some auto) messages for birthdays, baptism anniversaries, etc.
16. Be familiar with all ways to give in order to help people give in ways most convenient for them.

*If interested in applying, please send (in one document):*

- 1) Cover letter explaining your interest and what specifically attracts you to this position
- 2) A resumé with at least three relevant references we can contact
- 3) Send all info in one attachment to **joseph@oceansidecc.ca** and **hannah@oceansidecc.ca**.

*Position is available immediately. Closing date is flexible, but we hope to hire as soon as possible.*

*fully devoted*      *fully mature*      *fully alive*