

Administrative Assistant, Congregational Care Position Description

Purpose: To serve the church by providing administrative support to the Associate Pastor, Congregational Care, other professional church staff, and church organizations as needed.

Accountability: The Administrative Assistant shall be directly responsible to the Associate Pastor, Congregational Care and through him/her to the Staff Committee. The Associate Pastor will review the performance of the Administrative Assistant in accordance with procedures established by the Staff Committee.

Primary Duties and Responsibilities:

- A. Congregational Care Responsibilities:
 - 1. Communicate with members regarding their pastoral care needs and requests and redirect the information to the appropriate staff member(s).
 - 2. Develop and maintain member congregational care data in the membership database.
 - 3. Maintain pastoral care assignments in the membership database.
 - 4. Receive and coordinate prayer cordon requests.
 - 5. Prepare and coordinate the distribution of congregational care letters.
 - 6. Prepare and distribute congregational birthday cards for Pastors.
 - 7. Assist flower distribution volunteers as needed.
 - 8. Provide support for memorial services.
 - 9. Provide support for individuals who walk in requesting assistance.
 - 10. Handle registration responsibilities for caring ministry programs.
 - a. Take reservations.
 - b. Collect fees when appropriate.
 - c. Make room reservations including set-ups and equipment needs.
 - d. Maintain rosters, attendance rolls, and records.
- B. Board of Deacon Responsibilities:
 - 1. Provide support for Board of Deacon ministries as appropriate.
 - 2. Provide support for the Church Gerontologist.
 - 3. Provide support for the Columbarium Committee.
- C. Other Responsibilities:
 - 1. Provide backup support for Receptionist.
 - 2. Provide information to Communications for Memorial Bulletins.
 - 3. Perform other duties as assigned by the Associate Pastor.

The above noted position description is not intended to describe in detail the multitude of tasks that are assigned, but rather to give the individual a general sense of the responsibilities and expectations of this position. Essential functions will change as the nature of business demands change.

Administrative Assistant, Congregational Care

Skills, Knowledge, and Abilities:

- **Serves the Goals of the Church:** Works to accomplish the overall goals of the church within the scope of the position.
- **Communication/Hospitality:** Communicates effectively and professionally (both verbally and written) with all members, guests, and staff. / Generates a sense of hospitality by his/her very presence; communicates a sense of availability, warmth, openness and approachability.
- **Interpersonal Skills:** Establishes good working relationships; works well with people at all levels; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.
- Customer service driven.
- Proficient with Microsoft Office Suite of software.
- Punctual and dependable.
- High School Diploma.

Physical Requirements:

- Able to sit for long periods of time
- Able to lift small boxes and packages
- Able to bend, stoop, push, pull, reach, lift, and carry objects

Required Schedule: Work 37.5 hours per week Monday through Friday