

## **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