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| <b>Position:</b>                       | <b>MINISTRIES ADMINISTRATOR</b> |
| <b>Reports to:</b>                     | Office Manager                  |
| <b>Position provides oversight to:</b> | none                            |
| <b>Estimated time commitment:</b>      | 0.9 -1.0 FTE (35 - 40 hrs/week) |

### Overview

The Ministries Administrator supports efficient administrative functioning of the office and ministries of Grace Point Church. This includes maintaining a functional office environment; coordinating logistics with external and internal facility users; maintaining databases and records; and, presenting a positive and inviting impression of Grace Point Church to visitors.

### Key Responsibilities

- Primary office contact**
  - o Manage incoming and outgoing mail and monitor main office phone line and email
  - o Provide primary reception desk coverage – answer incoming phone calls and re-direct as appropriate; greet guests at front reception desk and answer queries
  - o Follow up on connection cards via established protocols
- Ministry and facility coordination**
  - o Manage facility calendar – ensure all internal and external uses are up to date in the calendar
  - o Anticipate and coordinate smooth transitions for internal and external facility users in conjunction with the Facility Manager including setting up directional signage, as required
  - o Issue keys/fobs as directed
  - o Setup and manage groups or event registrations in church management software (Planning Center Online – PCO)
  - o Create forms in PCO or other tools as required
  - o Assist in administrative setup and preparation for general ministry events
  - o Provide administrative support for special services (e.g., funerals, weddings, baptisms, dedications, communion, etc.)
  - o Assist with organization and administrative details of the Annual General Meeting as requested
  - o Primary responsibility for hospitality and event coordination of GPC events with staff and/or volunteers (past examples: Preschool BBQ, Community BBQ, Advent Celebration)
  - o This role may be expanded to provide administrative support to youth ministries and children's ministries as required.
- Communications and documents**
  - o Prepare weekly church-wide email in coordination with the team
  - o Manage subscription audience for Mailchimp for all areas of use including maintaining groups and tags
  - o Archive Mailchimp templates, campaigns, and images
  - o Train and support other ministry personal in use of Mailchimp

- Document creation or formatting, as requested
- Print and assembly of documents, (handouts/brochures/booklets, etc.) as requested,.
- Prepare and maintain an inventory of assembled common information packages e.g., baptisms, child dedications, weddings, funerals, rentals, plan to protect applications/renewals, benevolence applications, etc.)
- Setup/maintain internal email distribution lists
- **Office supplies, equipment and organization**
  - Manage office supply inventory
  - Organize office supply/photocopier room and staff kitchen
  - Track and re-order printed stationary stock (printed envelopes, letterhead, etc.)
  - Manage door key/fob inventory, tracking and programming
  - Manage and troubleshoot office equipment (non-computer) e.g., photocopier, folding machine, laminator, etc.) and liaise with vendors
  - Manage phone system (setup new users, change routing, messages, etc.) and liaise with vendor(s)
  - Maintain office filing system and archive old files
  - Track and file church-wide information and records as appropriate (e.g., official voter's list, annual reports; records of baptisms, child dedications, weddings, funerals, etc.)
  - Manage member mail folders
- **Church people database maintenance**
  - Gather and capture of guest/member information in membership database (Planning Center Online) from Welcome Team, staff, and other contacts
  - Update and manage member database information, as required
  - Review and correct for missing data/discrepancies/duplicate records
  - Archive electronic records as appropriate
- **Plan to Protect® administration support**
  - Identify and track volunteer PTP statuses (or alternate abuse prevention policy)
  - Create and assemble volunteer screening files
  - Monitor and initiate Police Checks and expiry dates and renewals
  - Follow-up with ministry leads on progress and missing paperwork
  - Track and update documentation for Orientation and Refresher training
  - Assist with scheduling, registration and setup of training events in conjunction with trainer
- **Deposit preparation and donation entry**
  - Prepare weekly tithe bank deposits
  - Enter donations to PCO Giving and file reporting
  - Prepare miscellaneous deposits, as required
  - Issue non-donation receipts as required
- **Other expectations:**
  - Attend scheduled team meetings
  - Other duties as assigned or approved by the Office Manager

### Standard Requirements

- Adhere to high standards of performance, conduct and attendance

- Implement basic principles of mutual respect, consideration and cooperation
- Participate as a positive team member with other Ministry Team members and church family leaders

### Qualifications

#### Educational

- Post-secondary certificate or diploma in office administration, administrative assistant or related field is preferred, however work experience will be considered

#### Skills/Competencies

- Strong computer skills including proficiency MS Office (Outlook, Word, Excel, Publisher and/or PowerPoint) and working with online content
- Comfortable with exporting and importing raw data files
- Excellent spelling and grammar skills
- Strong verbal communication and interpersonal skills
- Highly organized, proactive and able to multi-task and prioritize efficiently
- High degree of accuracy and attention to detail

### Key Attributes

- Friendly demeanor and customer service orientation
- Able to communicate church policies respectfully but firmly
- Conscientious, confidential, and trustworthy
- Presents a positive reflection of the GPC community
- A team player with a positive attitude that works well with a team ministry format
- Committed to improvement, seeks constructive feedback, and understands own strengths and weaknesses