



JOB DESCRIPTION

Position: Administrative Assistant to the North County Campus Pastor

Reports to: North County Campus Pastor

Position Status: Regular, Full-Time Exempt

Department: Satellite/Operations

Effective: March 2012

Replaces: All Previous

Position Number: RC-11-12

Posting Date: February 24, 2012

1st Closing Date: March 2, 2012

Position Summary:

The Administrative Assistant to the North County Campus Pastor provides administrative support to the North County Campus and Hospitality Ministry, while serving as the initial contact for guests. Incumbent will report directly to the North County Campus Pastor.

Job Responsibilities and Duties:

Administrative Support:

1. Maintains calendar and appointments including meetings, events, speaking engagements, conferences, and coordinates travel for the North County Campus Pastor.
2. Assists with the day-to-day operations of the North County office to ensure overall efficiency.
3. Performs general office duties, such as filing, mailing, copying, typing, organizing, answering phones, executing projects and on-demand tasks.
4. Promptly answers incoming phone calls, greets and screens visitors in a professional and pleasant manner that demonstrates a sincere interest in the individual.
5. Creates a welcoming, warm and friendly environment that allows visitors to feel attended to and valued.
6. Communicates clearly through phone and direct interaction while properly screening visitors.
7. Manages and trains receptionist volunteers while maintaining positive relationships to ensure retention.
8. Answers inquiries from the general public by utilizing all available resources and provides timely follow up as necessary.
9. Assists with maintaining overall department budget and expenses.
10. Provides recommendations and proposed solutions to administrative issues.
11. Prepares agenda/sends out minutes for weekly team meetings.
12. Reports any equipment malfunctions to the proper maintenance company or completes an internal tech request.

Hospitality Responsibilities:

1. Supports and oversees hospitality and Information Desk Volunteers for all Sunday services and special events.
2. Responsible for conducting volunteer interviews for the Hospitality Ministry.

3. Meets with Hospitality Ministry leaders and service leaders to discuss recruitment and retention of volunteers.
4. Tracks and reports weekly service attendance, as well as volunteer hours.
5. Plans semi-annual trainings for Hospitality volunteers, as well as quarterly new volunteer trainings.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the North County Campus Pastor.

Job Skills and Requirements:

1. An associate’s degree or its equivalent with at least three years of experience assisting an executive or in a related area.
2. Spiritually mature while pursuing a deeper relationship with Christ.
3. A determined and motivated work ethic in all areas of administration.
4. Advanced computer skills in Microsoft Office applications as well as proficiency in MS Windows operating systems.
5. Must possess strong time management and organizational skills and the ability to execute multiple projects simultaneously.
6. Excellent note taking ability as well as the ability to organize them into concise thoughts that can be converted into instructional steps for other readers.
7. Must have ability to resolve conflict and use discernment to identify and maintain confidentiality as appropriate.
8. Self-motivated and creative.
9. Excellent communication and interpersonal skills.
10. Must possess strong leadership skills and the ability to delegate tasks appropriately.
11. Must be able to work efficiently in team situations as well as independently.
12. Flexible in nature to handle other duties and special projects as needed.

Expectations of Staff:

1. Christ-centered behavior at all times. i.e.; treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Rock Governance System.
4. Successful completion of a background check and references.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

Physical Requirements:

Ability to function independently and ability to speak. Physically able to lift up to 25 lbs (with or without assistance). This position also may require long periods of standing up and walking.

Employment At-Will:

All employees of the Rock Church are at-will, and as such, are free to resign any time without reason. The Rock Church likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of the Rock Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.