



ROCK
C H U R C H

JOB DESCRIPTION

Position: **Events and Hospitality Assistant**

Reports to: **Events Manager**

Position Status: **Part Time, Non-Exempt**

Department : **Creative Department**

Effective: **May 2009**

Replaces: **New Position**

Position Number: **RC-10-09**

Posting Date: **May 22, 2009**

1st Closing Date: **May 29, 2009**

Position Summary:

Under the supervision of the Events Manager, provides administrative support by assisting in overall organization and communication regarding events at the Rock. Will also assist in coordinating events and details for Hospitality Ministry on a weekly basis.

Job Responsibilities and Duties:

1. Assists Events Manager with incoming calls and requests regarding event requests, as well as follows up with contacts in a timely manner.
2. Organizes and coordinates meetings, which includes reserving and preparing meeting facilities, composing and distributing agenda and recording and transcribing meeting minutes.
3. Greets and screens visitors and projects a professional and courteous image through in-person and phone interaction while determining whether they should be given access to specific individuals. Arranges conference calls as necessary.
4. Performs a variety of administrative duties, which may include composing outgoing mail and correspondence, analyzing incoming mail and preparing for review, copying, organizing and maintaining file system, as well as spreadsheets for the Hospitality Ministry and Events.
5. Assists Events Manager with Sunday responsibilities when needed.
6. Serves as liaison between Events Manager and external event coordinators.
7. Creates procedures and checklists used for events.
8. Identifies potential problems and creates contingency plans based on event.
9. Handles ticketing and will call, reserves rooms, assists in creating day of itinerary, and organizes volunteer meals for events.
10. Ensures event facility requirements are met by collaborating with Stewardship Director, Rock Academy and various community partners.
11. Communicates with ministries impacted by use of facility for events.

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 Events Manager.

Job Skills and Requirements:

1. One to two years of related event coordination experience and at least 2 years of administrative work.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.

3. Pleasant personality and proven ability to interact in a positive manner using a high degree of tact, diplomacy, discretion, flexibility and courtesy in gesture and speech.
4. Demonstrated skills and techniques to recognize problems, issues and situations, and apply resourcefulness in finding appropriate solutions to mitigate potential negative effects. Ability to follow-through to ensure effective resolution.
5. Strong organizational skills and attention to detail and accuracy, including excellence in oral and written communications to verbalize issues clearly and concisely. Ability to negotiate with external vendors. Legible writing skills.
6. Self-motivated and flexible with demonstrated ability to work independently, think creatively, manage multiple tasks and use time effectively.
7. Ability to recognize and maintain confidentiality as appropriate.
8. Proficient in MS Windows operating system.

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 Governance system.
4. Successful completion of a background check.
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.