

JOB TITLE: Administrative Assistant

DEPARTMENT: Ministry Support

REPORTS TO: Administrator

ORIGIN DATE: 10/23

MINISTRY PURPOSE: The Administrative Assistant for Nazareth Evangelical Lutheran Church will be a committed Christian who demonstrates the love of Jesus to visitors, employees, and the public. The Administrative Assistant is expected to answer and direct all incoming telephone calls and politely assist visitors. This position will maintain membership records, collaborate with staff on various communications and assist in several administrative needs within the church.

The Administrative Assistant adheres to NELC's performance expectations as outlined in the NELC Employee Handbook and performs all defined services and other related duties in accordance with the Confession of Faith and with the mission, vision and values of the church described in the NELC By-Laws.

PREREQUISITE QUALIFICATIONS:

A. Education: Minimum of one year post high school training.

B. Experience:

- Minimum of six months clerical, secretarial, or equivalent work experience.

C. Skills, Knowledge, and Abilities:

- Good people skills with ability to deal with visitors in various and stressful circumstances.
- Working knowledge of Word Office software, Excel, database management systems, Publisher and Gmail.
- General knowledge of voice mail messaging system and pleasant voice application in recording message and answering the phone.
- General office experience.

SPIRITUAL

- Seek to be a role model in attitude, speech, and actions in a consistent daily walk with Jesus Christ.
- Show by example the importance of worship, Scripture memorization, Bible study, prayer, witnessing, and Christian fellowship.
- Be prepared to explain NELC's Confession of Faith and mission to visitors and callers.

BASIC QUALIFICATIONS

- Have a personal relationship with Jesus Christ.
- Be committed to furthering NELC's mission as a faith-based ministry.
- Agree to uphold the Confession of Faith as described in the NELC By-Laws.
- Be willing to submit to and honor the standards outlined in the Employee Handbook and/or the Code of Conduct.

DUTIES, TASKS, RESPONSIBILITIES:

A. Ensures efficient operation of clerical function.

- Sorts mail and puts into appropriate staff members mailbox.
- Provides support and assistance with major projects/initiatives.
- Maintains phone messaging system for daytime/nighttime hours.
- Prepares Welcome Desk for Sunday morning volunteers. (Kids carts, Welcome packets and hearing aid).
- Maintains postal machine. i.e. administers fund balance, postal changes and etc.

B. Provides “customer service” to both internal and external constituents.

- Recruits and coordinates volunteers to serve at the “Welcome Desk” on Sunday Mornings.
- Passes first time visitor names and addresses to the Senior Pastor and/or the Director of Discipleship
- Answer incoming telephone calls on multi-line system within three rings and direct calls or take messages, as necessary.
- Ensures the messages reach appropriate parties on a timely basis.
- Courteously assist visitors by referring them to and/or escorting them to appropriate department or individual for help, informing a staff member of the visitor’s arrival, or by accepting package, envelope, etc. for staff member.
- Anticipates potential problems and helps resolve issues.
- Identifies patterns and concerns and relays to appropriate individual.
- Receives and communicates prayer chain requests.
- Help Support Staff with duties as needed.
- Orders Easter and Christmas flowers and assists with the flower book.

C. Maintains membership and history records.

- Coordinates, maintains, and updates files, records, reports, and confidential materials.
- Compiles necessary data for the completion of reports, lists, labels, and records (annual reports, church membership directories, visitor card, etc.)
- Prepares forms for baptism, weddings, funerals and communicates appropriately.
- Communicates to churches to complete transfers into and out of Nazareth.
- Performs annual year-end processes in membership software.
- Posts weekly information (i.e. history, attendance, baptisms, weddings).
- Prepares check in booklets for annual meeting.
- Organizes and oversees the making of a church photo directory every 3-5 years.
- Adds/deletes contact information regarding the congregation into the communication platform.
- Creates or oversees yearly schedules for volunteer areas including blood pressure checks, Sunday morning prayer team, and other areas as they arise. Will send out weekly/monthly reminders.

D. Prepares correspondence and various forms.

- Collaborates with the Communications Director for any special announcement in the weekly newsletter; edits newsletter and other materials as needed.
- Prepares, types, and/or distributes such items as the Annual Report, congregational emails, minutes, agendas, letters, special fliers, brochures, forms, and support materials.
- Oversees bulk mailings including postal forms and permit funding.
- Provides administrative support for conferences.

- E. Schedules weddings at Nazareth and works closely with and supervises Wedding Coordinators
- Provides support for Pastors as needed for weddings, schedules meeting with couples.
 - Collects wedding fees from couples.
 - Runs reports on PrepareEnrich Assessments and Strengthfinders.
 - Schedules and coordinates the annual Marriage Retreat, ensuring program is set, speakers confirmed, and meals reserved.

F. Food Pantry.

- Serves as the back up to the Food Pantry for the Director of Food Ministry as needed.
- Distributes to clients that are scheduled through Love INC as needed.
- Packs food boxes & Essentials as needed.
- Visits with and willing to pray with clients as needed.
- Attend meetings at Food Bank & Love INC as needed.

SAFETY:

- Adhere to all safety policies and procedures.
- Maintain a safe working environment and practice safe working habits.
- Know and can demonstrate emergency procedures for fire disaster, tornado, and other emergency situations.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Signed:

Date:

MISSION

Living together in God's amazing grace, we invite all people to know Christ, grow in Christ, and make Christ known.

VISION

"Getting Our Hands Dirty for the Cause of Christ!"

VALUES

