

**JOB TITLE:** Administrative Assistant

**REVISION DATE:** 3/25

**DEPARTMENT:** Ministry Support

**REPORTS TO:** Administrator

**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:
  - Strong verbal and written communication skills.
  - Working knowledge of Microsoft Office Suite, Google Drive Apps, Excel, and general database management.

**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. Effectively Manage Daily Office Tasks
  - Sorts mail and places into appropriate staff members' mailboxes.
  - Prioritizes requests for work and responds accordingly.
  - Coordinates special requests for office and ministry supplies.
  - Collaborates with staff for specific print jobs as needed.
  - Provides support and assistance with major projects/initiatives.
  - Maintains phone messaging system for daytime/nighttime hours.
  - Serves as back-up for posting messages on digital signs.
  - Prepares Welcome Desk for Sunday morning volunteers.
  - Prepares bulk mailings including postal forms when needed.

B. Coordinates and Implements Member and Guest Services

- Recruits, trains and coordinates volunteers to serve at the “Welcome Desk” on Sunday Mornings and at the Front Desk on work days.
- Answers incoming telephone calls on multi-line system, directs calls and takes/delivers messages in a timely manner as needed.
- Courteously assist visitors by referring them to and/or escorting them to appropriate departments or individuals for help, informing a staff member of the visitor’s arrival, or by accepting package, envelope, etc. for staff members.
- Anticipates potential problems and helps resolve issues.
- Identifies patterns and concerns and relays to appropriate individuals.
- Receives and communicates prayer chain requests.
- Orders Easter and Christmas flowers and assists with the flower book.
- Distributes Yellow Cards and Time and Talent sheet information to appropriate staff members.

C. Maintains Membership and Annual Meeting 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, 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 attendance information.
- Prepares sign-in lists and packets for the annual meeting.
- Organizes and oversees the making of a church photo directory every 3-5 years.

D. Creates Correspondence and Various Office Forms

- Collaborates with the Communications Director for any special announcement in the weekly newsletter; edits newsletter and other materials as needed.
- Creates and updates procedure forms when necessary.
- Assists Communication Director with video projects for announcements.
- Updates, utilizes and maintains Mailchimp and Planning Center tools.
- Provides administrative support for conferences.

E. Supports the Nazareth Food Pantry

- Serves as the back up to the Food Pantry for as needed.
- Distributes to walk-in clients and clients who are scheduled through Love INC as needed.
- Packs food boxes & Essentials as needed.
- Visits with and willing to pray with clients as needed.

F. Maintains Open Communication

- Maintains open communication with NELC Congregational Leaders.
- Regularly communicates with all NELC Ministry Teams as needed.
- Attends staff meetings and coordinates activities with other staff as required in performance of other assigned responsibilities.
- Effectively communicates pertinent information in a timely manner.

**SAFETY:**

- Adheres to all safety policies and procedures.
- Maintains a safe working environment and practices safe working habits.
- Knows and can demonstrate emergency procedures for fire disaster, tornado, and other emergency situations.

**MISSION**

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