



HOUSE OF HOPE
PRESBYTERIAN CHURCH

Position Description

Job Title: Administrative Assistant – Front Desk PT
Reports To: Director of Administration
Location of Job: House of Hope
FLSA Status: Non-exempt
Date of Last Revision: May 2022

PURPOSE:

Provide administrative support for the House of Hope Presbyterian Church with primary focus on office, clerical and front desk support. As a direct report to the Director of Administration this individual will also coordinate and oversee special projects and assignments as required or requested

ESSENTIAL ACCOUNTABILITIES:

Front Desk Administration

- Greet visitors, answer and direct incoming telephone calls in a pleasant, professional and timely manner.
- Record and process event registration and payments.
- Maintain front desk resource book.
- Process weekly accounts receivable according to establish procedures.
- Ensure member database is updated and entries are consistently maintained.
- Assist with mailings including producing lists and reports, mail merges, printing and collating and finished mailings. Understand regulations and requirements for both first and business class mail.
- Process incoming mail accurately and timely and assist staff with outgoing mail needs (e.g. courier, FedEx, UPS and business class mail). Maintain accounts, supplies and act as a resource to other staff on all mailing requirements.
- Print and prepare weekly and special bulletins coordinating collating and inserts.

Team Participation

- Willing to provide assistance to other staff, church volunteers and members as requested.
- Participate as a contributing member of the administrative team.

- Maintain accurate paper and electronic files to ensure continuity of information and ease of information retrieval. Follow stated record retention guidelines for storage and destruction of documents.

General Responsibilities

- Maintain strong and positive working relationships with staff members, clergy, and those in the community we serve.
- Handle all matters of confidentiality in a professional and appropriate manner.
- Perform other duties and responsibilities as assigned or requested by the Director of Administration.

Other Requirements

- Maintain respectful and collegial working relationships with staff and congregants.
- Collaborate with the entire staff to meet goals.
- Ability to lift and mobilize small to medium items, up to 40 lbs. while utilizing appropriate equipment and safety techniques.

PREFERRED QUALIFICATIONS

- Associate's degree or equivalent with three years of experience in a professional office environment with one year database experience preferred.
- Demonstrated proficiency in computer skills including Microsoft Office Suite.