



HOUSE OF HOPE  
PRESBYTERIAN CHURCH

**Position Description**

**Job Title:** Administrative Assistant – Front Desk - FT  
**Reports To:** Director of Administration  
**Location of Job:** Onsite  
**FLSA:** Non-exempt  
**Date of Last Revision:** August 2022

**PURPOSE:**

Provide administrative support for the House of Hope Presbyterian Church with primary focus in office administration including clerical and IT support, accounts receivable, database management and communication needs. 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 or in person guests in a pleasant, professional, and timely manner.
- Manage and ensure member database is updated and entries are consistently maintained.
- Coordinate, set up, record, and process event registrations and automatic payments using various platforms.
- Act as the copy center specialist, as well as assist with general IT related support as needed.
- Maintain front desk resource book.
- 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 weekly and special bulletins, coordinating collating and inserts. Create and prepare weekly and special bulletins as needed.

**Accounts Receivable**

- Entering accounts receivable in the contribution database systems and ensuring the contribution records are organized and up to date, and revenues are properly coded in accordance with the general ledger. Process weekly accounts receivable according to establish procedures.
- Assist Director of Administration with Stewardship Campaign and fundraising efforts.
- Assist with the Flower Memorial reservations and coordinate billing and delivery.
- Processes are completed in a timely and accurate manner within applicable IRS guidelines.

### **Accounting and General Administration**

- Assist with sending quarterly contribution statements and acknowledgements letters.
- Policies and procedures are well-written and reflect procedures followed by House of Hope.
- Filing systems are in place, well organized and maintained to protect critical documents and allow access to needed information.

### **Team Participation**

- Participate as a contributing member of the administrative team and preparing weekly deposits as a member of the Counting Crew.
- Capably draft, proofread and edit correspondence, reports, memos, and other documents and format according to established guidelines.
- 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.
- Coordinate/assist with special events as needed.

### **General Responsibilities**

- Maintain strong and positive working relationships with staff members, clergy, congregants, 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**

- Work is typically performed in a temperature-controlled office environment.
- Ability to lift and/or move boxes, files, and office materials weighing up to 40 lbs. If not able to lift, it is expected that a mechanical assist will be used or another person asked to help.
- Ability to complete work at a computer workstation.
- Collaborate with the entire staff to meet goals.

### **Knowledge, Skills, and Abilities**

- Proven ability to prioritize, handle multiple tasks simultaneously with *strong attention to detail*.
- Demonstrated proficiency in computer skills including Microsoft Office Suite, Adobe Creative Cloud, Constant Contact, and online cloud-based platforms for registrations.
- Database Management and Fundraising software.
- Demonstrated ability to accurately proofread documents and materials and assure accuracy of information, style, and format for all finished documents and materials.
- A commitment to confidentiality regarding all account records and information, both of the church and staff, and the members.
- Ability to work independently and proactively identify or initiate ways to enhance process, procedure, or outcomes that benefit the organization.
- Strong communication skills.
- Demonstrated high level of personal and professional integrity and ethics.

### **Preferred Qualifications**

- An associate's degree in business administration, accounts receivable, or a related field.
- 2-4 years of experience in position with similar responsibilities.
- Experience with individual donor database and events management software in a church or non-profit setting.