

Concord Church Position Description
Job Title: Administrative Assistant for Care
Serving Congregational & Pastoral Care
Reports to: Assigned Pastor/Director
Updated: April 9, 2019
Non-Exempt

General Summary

The position provides administrative and clerical support, including drafting correspondence, appointment scheduling, organizing files, creating and distributing the congregational care list, processing benevolence applications, managing logistics for funerals, prison ministry visits, prayer and prison ministry events, coordinating hospital visits, providing support for ex-offenders, and providing administrative support in the area of benevolence for the Congregational Care Team, and the Senior Adult, Prison, Prayer, Grief, and Repast ministry teams.

The Administrative Assistant exhibits the four Core Values of Concord Church:

- ***Boldness for Christ*** – *Unapologetically representing Christ for the world. Phil. 1:20*
- ***Passion for People*** – *Intentionally cultivating lifegiving relationships. John 13:35*
- ***Catalyst for Change*** – *Relentlessly transforming our city. Jer. 29:7*
- ***Hunger for More*** – *Radically pursuing what God has next for me. Matt 5:6*

Essential Functions

- Congregational & Pastoral Care:
 - Maintain the Congregational Care List, check Pastoral Care inbox for updates, and contact members for updated information regarding hospitalizations and funeral services for accuracy.
 - Coordinate hospital visits and scheduling to ensure that members are visited regularly
 - Answer telephone calls, provide information to callers, take messages, or transfer calls to appropriate individuals.
 - Provide administrative support to the ministries under Congregational and Pastoral Care to include scheduling rooms, check requests, marketing requests, and shopping for ministry supplies.
 - Oversee and manage the ministry budgets of the ministries under Congregational/Pastoral Care to ensure that ministries operate within budget
 - Providing administrative support to the Pastor/Director for Congregational and Pastoral Care to include appointment scheduling, credit card reconciliations, mileage logs, and bi-weekly reports.
- Funerals:
 - Manage logistics for funeral services including, scheduling rooms, booking caterer, greeting funeral home, maintaining supplies for repast team (inventory management, laundering repast table cloths, and serving during repast as needed).
 - Communicate to staff/team upcoming funerals and needs.
 - Submit check requests for repast food payments.

- Schedule out of town funeral travel for Pastors (approved through Congregational Care Pastor).
- Secure vehicles for Elders/Deacons/Deaconess for travel to funerals (approved by Congregational Care Pastor).
- Benevolence:
 - Receive applications.
 - Serve as point of contact for all inquiries.
 - Record information from applications for summary reports.
 - Interview applicants to determine need (benevolent).
 - Information verification with vendor (utility company/leasing manager).
 - Update benevolence spreadsheets.
 - Fax/e-mail pledges.
 - Submit check requests (Intacct).
 - Distribute checks to approved applicants via mail or by personal retrieval of applicant.
- Prison Ministry
 - Manage and coordinate logistics for travel to out-of-town prison facilities and secure vehicles for prison ministry team to travel
 - Reserve rooms for prison ministry meetings for various prison ministry teams
 - Prepare care packages for ex-offenders and partner with Harmony with prison re-entry program
 - Coordinate participation and travel to conferences/retreats/training for prison ministry volunteers
 - Submit check requests to cover the expenses for the prison ministry
- Prayer Ministry
 - Oversee the online prayer system and monitor prayer requests that come through the system and keep the Pastor/Director informed of all emergency prayer requests
 - Reserve rooms for prayer ministry meetings and submit marketing requests for various collateral used by the prayer ministry
 - Manage and coordinate logistics for prayer ministry to provide support to various church-wide and ministry events
 - Submit check requests to cover the expenses for the prison ministry

Supervisory Responsibilities

This is an individual contributor role with no supervisory responsibility.

Education and Experience

This position requires a minimum of an Associate degree. A Bachelor's degree is preferred but not required. A minimum of 5 years of administrative experience and the ability to securely handle confidential information is required. Intermediate Microsoft Office skills are required. Must be able to type at least 80 words per minute.

Physical Requirements

This position primarily works in a typical office environment, is considered light to medium work which requires lifting 10-25 pounds frequently and a significant amount of walking or standing, and uses computers, calculators, phones, and other office equipment to draft documents, communicate with church staff, and fulfill other position duties. The position is required to walk, hear, speak, and stand to interact with members and volunteers. Work is conducted in a fast-paced, rapidly changing environment. The ability to manage stress, build professional and collaborative relationships, and reason through both complex church business situations is required. A flexible schedule is required since this position requires evening and weekend work. This position may be expected to work overtime.

Travel Requirements

No travel is required for this position.

Concord Church Membership

This position requires membership at Concord Church. Employees in this position are expected to sincerely hold the same religious [beliefs](#) as expressed by Concord Church.