

Job Description  
**Front Desk Administrative Assistant**

**Reports to:** Director of Support Services

**Directly Supervises:**

**Status:** Part-Time

Date Prepared: 2/17/2016

**FLSA:** Non-Exempt

Last Date Revised: 2/17/2016

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The Front Desk Administrative Assistant is the primary initial contact for Foundry United Methodist Church with the public. The Front Desk Administrative Assistant ensures that phones are answered, church members and visitors are greeted, meeting/event participants are directed to their destination, and provide monitoring of those who enter and exit the facilities.

In addition, the Front Desk Administrative Assistant provides direct assistance to both the administrative and programmatic staff members.

**Essential Functions**

- Manage the facilities:
  - Properly opening the facilities according to written guidelines.
  - Properly secure the facilities at the end of shift according to written guidelines.
  - Monitor occupancy of the facilities and assist those in need.
- Contribute to the creation of a welcoming and professional atmosphere for staff, constituents, and visitors.
- Have a full understanding of events and activities of Foundry Church in order to clearly relay to those inquiring.
- Manage all incoming phone calls, problem solving inquiries, and forwarding messages to staff when appropriate.
- Process and secure receipts and other donations that are brought directly to the church office.
- Provide administrative support to programmatic staff – including basic communication work, calendaring, ordering supplies, and other administrative tasks as necessary.
- Assist Director of Support Services in support of facilities operations and managing vendors/service personnel.
- Work within the Church Management Software to pull reports and keep the database clean and updated.
- Assist staff members in meeting their goals.

**Other Responsibilities**

- Participate in admin and full staff team meetings, staff trainings/retreats, and team building opportunities.

**Qualifications**

- College Degree and/or at least 3 years' experience in relevant field
- Knowledge of administrative and clerical procedures
- Knowledge of computers and relevant software applications (i.e. Microsoft Office Suite – Word, Excel, Outlook, PowerPoint...)
- Knowledge of customer service principles and practices
- Keyboard skills

### **Physical Requirements**

- Frequently required to stand and walk.
- Regularly required to sit; to use hands to handle or feel; to reach with hands and arms; to talk or hear.
- Occasionally required to climb, stoop, kneel, or crouch.
- Frequently lift and/or move up to 10 lbs and occasionally lift and/or move up to 30 lbs.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus.

### **Core Competencies**

- **Mission Ownership:** Demonstrates understanding and full support of the ministry, mission, goals and Statement of Call of Foundry United Methodist Church.
- **Interpersonal Skills:**
  - Display a level of maturity which will ensure that appropriate boundaries are in place and that he/she will adhere to principles of staff covenant with specific attention to honoring privacy, and confidentiality of both staff and congregation, and abiding by Safe Sanctuary policies as applicable and necessary.
  - Exemplify a commitment to diversity and inclusion in all areas of the workplace.
  - Demonstrate a positive, engaging, and respectful attitude at all times.
  - Demonstrate a willingness to accept additional responsibilities and duties.
- **Team Building Skills:** The Front Desk Administrative Assistant will participate in staff meetings and team planning activities.
- **Organization Skills:** Demonstrates the ability to:
  - Focus, prioritize, schedule and manage multiple projects and tasks.
  - Develop and complete short-term and long-term goals and action plans that are aligned with overall goals of the church.
  - Meet commitments on time.
  - Communicates effectively in written and spoken communication.
  - Provide attention to detail
- **Technical Skills:** Possesses the ability to:
  - Operate common office equipment.
  - Understand and implement essential computer programs.
  - To learn new programs/equipment and recommend appropriate processes.
  - Understand and implement essential security system and access control systems.
- **Spiritual Maturity:** Attentive to personal spiritual development, discipline, and growth.