



Job Title: Receptionist & Administrative Assistant
Reports To: Executive Assistant

Updated: 10/17/2023
Department: Support Staff

Basic Functions: Administrative support to the entire staff of the church. Specializes in receiving all inbound calls and assisting the pastoral and ministry staff with administrative support.

Performance Accountabilities:

1. Answer incoming calls and receive people as they come in the office area.
2. Help people find where to go.
3. Assist Pastoral Staff and Ministry staff with data entry, ministry follow up, communications, forms, projects, etc.
4. Update and maintain records for all ministry programming.
5. Facilitate background checks, notify staff when volunteers need background checks updated.
6. Help Pastoral Staff with correspondence and communications as needed/upon request.
7. Assist in all-church mass mailings as needed/upon request.
8. Create and coordinate various publications as needed/upon request.
9. Retrieve and dispense the mail daily.
10. Lock-up and set the alarm for the GAP & OCC buildings each afternoon at 4:30PM.
11. Attend all staff meetings and church staff functions as directed.
12. Creating content & publishing to all church social media accounts.
13. Church errands including trips for supplies for the church (usually Wal-Mart, Aldi, Staples).
14. Go to a place called Da Vinci's when everyone needs coffee so bad that they can't see straight!! ☺

Computer and Business Machine Skills Required:

1. Keyboarding WPM at least 40
2. Proficient in MS Office: Word, Excel, PowerPoint, Google Workspace and Publisher
3. Preferred experience with databases, especially Church databases like PCO
4. Knowledge of office equipment such as: computers, copiers, printers, folding machines, phone systems, fax machines, laminators, etc.
5. Ability and flexibility to work in multiple programs at once.

*Other duties as assigned by Executive Assistant/Senior Pastor.

Personal Qualifications:

- A mature Christian who is decently versed in the scriptures.
- A genuinely friendly person who loves to welcome people and make them immediately feel like a part of God's family.
- Friendly countenance
- Your face welcomes people in addition to your words.
- Discreet with sensitive information.

- You will encounter unpleasant people and must still treat them with respect.
- You will hear things in church, about church, and the people in church that most of the time needs to go no further than your ears. It's also your place to discourage gossip.
- Communicate well.
- This includes on the phone, in person, on email and redundant communication between Staff.
- Teachable spirit
- A number of your duties are taught/demonstrated. The ministers also have specific ways they need things done, especially in regards to communications and record keeping.
- Team player, willing to do whatever it takes to accomplish the mission of the church.
- Someone who loves helping our ministry staff accomplish the mission and achieve their goals in ministry by doing their part as a supportive role.

Pertaining to Non-Staff/Public Interactions:

- This position is almost always the first contact and the first impression people have of Oakwood Christian Church. Whether in person or on the phone, being friendly and approachable is essential. Some people are timid and unassuming in their requests. Some people are demanding and unpleasant, even if they don't attend Oakwood at all. It's an easy tendency to think our primary job is to get rid of them as nicely as we can. For some, this is the answer. For most, they need to know that they are "heard". Even if we cannot help them, they are often appeased if they sense that we care and that we tried. Some people who are struggling just want to disburse their discontent. Other people (especially our benevolence-type patrons) may need to be directed to community agencies that can help in specific ways, but how we do that leaves and impression about Oakwood and consequently about Christ.

Pay/Hours/Expectations:

- Pay will be commensurate with education & experience. A job review will be conducted at least annually. Working office hours are Monday-Thursday 8:30AM-4:30PM and Friday 8:30-Noon. 32+ hours per week. More work hours may be assigned as needed. Some work on Sundays or evenings and at special events may be required throughout the year as needed/assigned. Anything over 40 hours worked in one calendar week will be paid at time and a half, with prior approval from the Senior Pastor. Vacation time, sick leave, and other benefits is offered in accordance with the employee handbook.