

POSITION DESCRIPTION

CROSSROADS COMMUNITY CHURCH

Position: Administrative Assistant
Date Prepared: August 19, 2026

Basic Function

The administrative assistant primarily focuses on supporting the general administrative functions of the church. This role is 24 hours per week.

Specific Ministry Responsibilities of the Administrative Assistant:

- Responsible for making sure needs and requests that flow through the office are met and people are followed up with by staff members and volunteers.
- Is expected to be willing to minister to people as called upon, including evangelism opportunities, meeting/connecting with people, or praying with others, etc.
- Assists ministry leaders as needed by printing items and relaying information to other staff members
- Acts as a support system to the staff and assists with projects as needed or directed.
- Follows up with emails and calls in a timely manner.
- Manages the general office email inbox, calendar and voicemail.
- Schedules/coordinates meetings and other church events as directed.
- Prepares church meeting and event materials (baptisms, child dedications, business meeting etc.).
- Assisting with Sunday morning related items.
- Assists in completing on-going, annual, or quarterly projects.
- Manages office Library resource system.
- Assists in maintaining office equipment.
- Assists in purchasing office supplies and office refreshments.
- Keeps appropriate staff members informed of scheduling changes, individuals who may call or stop in, and any office issues or concerns.
- Opening building/closing building as needed during the week.
- Coordinates Sunday morning items to be prepared as needed.
- Other duties as assigned by the Office Manager and pastoral staff.

Personal Qualifications Required:

- Must maintain a vibrant and growing personal walk with the Lord through committed Bible study, prayer, and time spent contemplating God's Word.
- Understands confidentiality is a MUST – takes very seriously the importance of maintaining confidentiality – commits to keep information confidential, including from family and close friends.
- Must maintain good organizational skills and follow through.
- Must be able to multitask.
- Advanced communication and writing skills (candidate avoids typos; proofreads; can type reasonably quick; can draft appropriate responses without having to be told exactly what to write word-for-word).

- Must have a heart for helping others and welcoming people into our church family.

Strengths, Giftedness, Experience, & Miscellaneous Requirements:

- Basic software skills are required: Excel, Word, Outlook, etc. However, a willingness to learn new programs that will benefit this position or the office in general is a MUST – Adobe, Planning Center, Teams and Canva, etc. Training on these programs will be provided.
- Prior administrative skills are strongly preferred but not required. However, any candidate must demonstrate how their current skills may benefit this position, and what experiences have prepared them for this role.
- Must be a person people can relate to and find easy to approach with their questions or concerns.
- Must answer the phone in a positive, respectful, and friendly tone in all circumstances, as this role is a reflection on the church as the typical first line of contact.
- Willingness to develop in this role.
- Willingness to demonstrate assertiveness when it comes to dealing with people's expectations for the position, the church, or the staff.
- Possesses demonstrated leadership ability and is willing to continue to develop as a leader.
- Understands ministry is not a "9 to 5 job" and is willing to dedicate time outside of the office for ministry related activities, phone calls, or miscellaneous needs, as needed. Night and weekend demands are balanced with flexibility that is present with the position to promote a healthy work/life balance.
- Actively lives out and models for the church a strong commitment to the mission, vision, and values of Crossroads.
- Agrees fully with the Converge Affirmation of Faith and Crossroads Community Church Statement of Faith.
- Works within the assigned budget for the areas they are involved in as well as purchasing supplies.
- Willingness to be loving yet assertive to leaders, volunteers, or church members as needed when issues arise as well as admitting mistakes to same people as they occur.
- Commits to resolve conflict via Biblical guidelines spelled out in Matthew.
- Regardless of areas of giftedness, must still have a heart for outreach. Must be consistently pursuing and fostering personal evangelism opportunities within and outside the church for purposes of winning others to Christ. Demonstrates this as a priority to others.

Relationships and Contacts:

- Reports to and works closely with Office Manager.
- Frequent contact with ministry leaders over which they are assigned responsibilities.
- Works closely with other staff members.
- Reports out to the senior pastor, elders, and leadership team as requested.
- Intentional about building relationships with people within the Crossroads congregation.

Time Commitment:

Part time position of 24 base hours per week. This is primarily office hours, with some Sundays throughout the year.