



NORTHVIEW COMMUNITY CHURCH

JOB DESCRIPTION

Administrative Assistant/Receptionist

CAMPUS: Downes Road Campus
DEPARTMENT: Administration
REPORTS TO: Office Manager
ALLOTTED HOURS: 25-40 hours/week
POSTED: January 5, 2022
ANTICIPATED START: February 2022

MINISTRY CONTEXT

The person called to this ministry must be in agreement with Northview's confession of faith, mission, vision and core values and must have a passion for the ministry of the church. The incumbent must also have the qualifications of a Deacon, as outlined in I Timothy 3.

PRIMARY FOCUS

Reception: This is a shared position responsible for creating a welcoming first impression while answering all incoming telephone calls, greeting visitors, and general office duties.

Administrative Assistant: Responsible for volunteer processing and clerical support for a variety of ministries.

MINISTRY RESPONSIBILITIES:

1. RECEPTION:

- a. Handle all incoming telephone calls and direct callers to the appropriate party or voice mail. Take messages when needed.
- b. Greet visitors to the church office in a friendly manner, handling their requests and directing them to where they need to go.
- c. Assist with registrations and ticket sales as required.
- d. Process and distribute incoming mail and outgoing mail.
- e. Maintain office voice mail system by:
 - i. Updating all general church messages when required.
 - ii. Reviewing general voice mail messages and forwarding to the appropriate person.

2. ADMINISTRATIVE SUPPORT:

- a. Support various ministries by assisting with administrative tasks assigned by the Office Manager.
- b. Volunteer processing including Criminal Record Checks and database maintenance.
- c. Clerical and administrative support for the HR Director.
- d. Learn systems and procedures for a variety of departments in order to provide adequate coverage for sick leaves and vacations.

3. GENERAL:

- a. Responsible for the general appearance of the office waiting area and office workroom.
- b. Assist all pastors and other office personnel in any necessary task to ensure an efficient, professional and God-serving church.

STATEMENT OF RELATIONSHIPS

This position reports to the Office Manager. The Office Manager reports to the Executive Pastor of Ministry Development and the Executive Pastor of Administration.



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QUALIFICATIONS:

1. Personable and experienced in handling incoming telephone calls and greeting visitors as the "voice of Northview".
2. Working knowledge of G-Suite (Google Docs, Sheets, etc.).
3. Competent at learning and functioning in new computer programs and software.
4. Able to work effectively, efficiently and accurately in a changing, fast-paced work environment, juggling a variety of tasks simultaneously.
5. Able to take initiative, work independently and be a team player.
6. In agreement with Northview's confession of faith, philosophy of ministry in belief and lifestyle, and makes Northview their church home.

PERSONAL CHARACTERISTICS

The following characteristics are considered essential for the candidate to be successful in this role:

1. A penchant for good stewardship.
2. Integrity.
3. Able to communicate clearly.
4. Is known to have a lifestyle that honors and uplifts the name of Christ.