



## **Administrative Support Staff**

*Part Time, hourly*

*(Monday through Friday between the hours of 9 am and 4 pm)*

### **Primary Responsibilities**

The **Administrative Support** role is responsible for serving as a front-line customer service and hospitality contact for all customers, clients, donors, and volunteers of the Christian Center, supporting CCPC's directors and staff with administrative and operational tasks, and serving general administrative functions, particularly in support of and conjunction with the Director of Finance and Human Resource and Administration Coordinator.

### **Job Responsibilities:**

#### **Customer Service and Hospitality**

- Field all phone calls, voicemail, emails, walk-ins, etc. with hospitality, warmth, and grace
- Direct and/or retrieve appropriate information to direct customers, volunteers, donors, clients, etc.

#### **General Administration and Office Coordination**

- Pick up/drop off incoming and outgoing mail - process incoming mail as needed
- Manage all-staff communications
- Manage appointment scheduling for Executive Director
- Assist with administrative and office tasks as requested by staff (creating documents and signs, copying, errands, ordering supplies, etc.)
- Stock and maintain break rooms
- Manage building and facility calendars
- Assist with coordination of celebratory staff events

#### **Finances**

- Process donations, prepare for, and assist with deposits
- Assist with sorting and distributing paychecks to all employees
- Assist with managing credit card expense records
- Assist with donor recognition, receipt letters, and other communication with donors

#### **Program Support**

- Handle administrative volunteer tasks such as first-contact to volunteer applicants and assisting volunteers with walk-in questions
- Maintain updated knowledge of programs and communicate relevant information to program participants and volunteers

- Be available to Director of Programs for any program-specific support tasks
- Assist Social Worker in scheduling meetings and directing Basic Needs Assistance program applicants to resources as needed

### **Qualifications**

- Excellent organizational and administrative skills, able to plan ahead and manage multiple tasks and events with confidence.
- Good computer skills, familiar with social networking, website management, competent in Microsoft Office Suite, especially MS Word, Excel, and Powerpoint.
- Strong relational, interpersonal, and telephone skills.
- Ability to work independently *and* collaboratively in a multi-task environment and maintain a positive attitude in the midst of change.

### **Expectations**

- Passionately live out the vision and values of the Christian Center through this role and cast that vision to your team, volunteers, and clients of the Center and to the general public.
- Participate as appropriate in staff meetings
- Foster a positive attitude toward change, accepting change with grace and excitement.
- Able to maintain strict confidentiality in all matters.

**Reports to:** Human Resources and Administration Coordinator