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www.brentwoodbaptist.com/employment

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT THE CHURCH AT STATION HILL A Regional Campus of Brentwood Baptist Church

Department: Station Hill Campus
Reports to: Discipleship and Administration Minister
Job Status: Full Time
FLSA Status: Non-Exempt
Effective Date: 05/01/2019
Primary Officing Campus: The Church at Station Hill
Primary Ministry Campus: The Church at Station Hill

SUMMARY

The Church at Station Hill Administrative Assistant is responsible to the church, under the direction of Discipleship and Administration Minister, and will serve as our campus' "front line" during the week, helping build our reputation as a welcoming environment for both members and guests. This person will be responsible for handling phone calls, general emails, greeting visitors to the campus, handling incoming mail and deliveries, and assisting the staff with projects as needed and as time permits. Additionally, this person will provide administrative assistance to the ministerial staff as defined in the job responsibilities.

PRIMARY JOB RESPONSIBILITIES may include but are not limited to the following:

Receptionist Responsibilities:

- Be a friendly face for Station Hill as people contact us for the first time.
- Serve as the church receptionist, greeting the public and answering the telephone and door.
- Answer phones and direct calls to appropriate staff. Research questions/inquiries and, if needed, re-contact caller.
- Making and returning phone calls as directed by the pastoral staff.
- Refer Benevolence calls to appropriate extension and explains policy as necessary.
- Greet visitors/members warmly, direct them to appropriate site and/or contact appropriate staff.
- Answer inquires of all types, ranging from routine to church policy issues. Must correctly answer the questions or direct them to staff member to address the issue.

Connections Support:

- Work closely with the Connection Minister to help connect visitors, non-members and those in the membership process.
- Maintain New Member on-boarding, including working with Connection Minister and PLACE coordinator to ensure all membership milestones are accurately recorded.
- Maintain current membership information, inventory, calendar, and other information, into Ministry Platform.



- Maintain current lists of church members who are in the hospital, special prayer requests, deaths, births, and other important events. E-Mail/Mail as appropriate from the church.

Discipleship Support:

- Work with the Discipleship Ministers to add/update groups in Ministry Platform and assist with printing rolls for on-campus groups.
- Work with the Discipleship Ministers to maintain accurate attendance records for off-campus groups.
- Perform a variety of clerical duties, including data entry (such as communication cards from guests), attendance processing (class roles, group management), collating, labeling, etc.
- Become proficient in the Ministry Platform system in order to assist staff with contacts, participant records, and group details.

Missions Support:

- Work with the Missions Minister in the coordination of events, missions meetings, and mission journey meetings.
- Work with the Missions Minister in sending out regular communication to mission participants and volunteers.

Financial Support:

- Provide Bank of America support for the Connection Minister, Missions Minister, and Discipleship and Care Minister
- Collect, organize, and enter receipts from Bank of America Cardholders into the online system to be approved by individual card holders and their supervisors. This will be done monthly.
- Maintain-secure credit card(s) used, keeping necessary receipts and filing monthly reconciliation

General Administrative Responsibilities:

- Order curriculum at the request of ministerial staff.
- Collect mail from mailbox daily and distribute to appropriate mailboxes. Accept deliveries and contacts appropriate staff for pickup.
- Assign the Station Hill Minister on call schedule quarterly
- Assist the staff in maintaining an office atmosphere that is representative of 1 Cor. 14:40 (“everything must be done decently and in order”) along with having a basic understanding of ministry and how to tactfully handle sensitive and difficult situations.
- Attend monthly All-Staff Meetings held at the Brentwood Baptist Church campus.
- Attend quarterly training sessions held at the Brentwood Baptist Church campus.

OTHER RESPONSIBILITIES may include but are not limited to the following:

- Provide vacation coverage for campus administrative assistant.
- Oversee Lost and Found. Contact persons, if able, to identify property. Work daily with various items left at Reception to arrange pickup of these items.
- Receive scheduled deliveries and allow repairmen access to facilities during regularly scheduled work hours.
- Assist all other staff with special projects, as needed and when time available.
- Complete other duties as assigned by supervisor.



COMPETENCIES AND TRAITS:

In addition to the specific responsibilities required for this role, Brentwood Baptist Church also seeks candidates that possess some general competencies and behavioral traits that enhance the effectiveness of our staff.

Personality: We are looking for a DISC personality blend that is representative of C/I/S, with a high value on the “I” as a strong relational type who makes a good first impression. The description of this profile is someone who is a cooperater and can fulfill a number of roles while also maintaining strong interpersonal skills.

Spiritual Gifts: Using the PLACE assessment tool, we will seek a high degree of Serving Gifts such as Administration, Service, Helps, and Hospitality. Equipping Gifts will be secondary in this role as gifts such as Leadership, Encouragement, Discernment and/or mercy would be a plus.

Abilities: Using the PLACE assessment tool, we should seek Conventional, Social and Realistic abilities. Also having Enterprising abilities would be a plus in a campus setting.

Passions: Using the PLACE assessment tool, we will seek a mix of passions such as Organizing, Managing, Improving, Perfecting, Serving, and Developing.

Strengths: Using the “Strengths Finder” assessment tool, we will seek someone with primary Executing Strengths. Possessing at least one or more Influencing or Relationship Building strengths will be important for the people interaction aspect of the position.

Individual Contribution

- Manages details, tasks and projects efficiently without frequent reminders
- Maximizes time effectively by focusing on “must do” priorities when necessary
- Anticipates/avoids problems or formulates creative solutions
- Makes timely decisions that produce quality outcomes
- Adheres to commitments, schedules and deadlines
- Demonstrates a comprehensive knowledge of issues and topics pertaining to the area of his/her job specialty (for Professional Staff positions only)

Team Contribution

- Demonstrates flexibility, adapts well to changing priorities or situations
- Self-directed and proactive, level of supervision required is appropriate
- Is willing to take on additional responsibilities, helps with a “can-do” attitude
- Collaborates well with others to accomplish group tasks
- Uses written and verbal communication in a way that accomplishes intended results

Self-Development

- Prioritizes and accomplishes self-development goals
- Demonstrates an ongoing commitment to obtaining the KASH necessary to be successful in this role
- Teachable spirit with a desire to learn and grow
- Maintains appropriate gap between the current job description and the employee’s current abilities that allows for future growth.



QUALIFICATIONS:

- Must possess good organizational skills and be detail-oriented.
- Pleasant phone manner.
- Dependable, discreet, friendly, professional and neat.
- Have strong written & verbal communication skills.
- Must meet the Brentwood Baptist employee benchmark for computer competency.

EDUCATION & EXPERIENCE:

- High School Diploma
- Experience in secretarial and administrative tasks.
- Strong customer service background preferred.

All campuses function under the governance of Brentwood Baptist Church. Each campus is an established entity operating as a whole and permanent part of the Brentwood Baptist. Each maintains pre-determined alignment characteristics that uphold the Brentwood Baptist “DNA” while also containing some contextualized characteristics to allow it to best reach its target local community. Every staff member is an employee of Brentwood Baptist.

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