

**ADMINISTRATIVE ASSISTANT  
MONADNOCK COVENANT CHURCH**

<p><b>Terms of Employment t:</b></p>	<p>Reports To: Lead Pastor(s)          Work Year: Year Round          Hours of Work: 9:00am to 3:00pm (with applicable night meetings and some Sunday hours)          Rate of Pay: As determined by years of relevant experience          Benefits Category: Full Time          Supervises: Does not supervise anyone          FLSA Status: Non Exempt          Evaluated By: Lead Pastor(s)</p>
<p><b>Education and Experience:</b></p>	<ul style="list-style-type: none"> <li>• Associate’s Degree or equivalence preferred.</li> <li>• 3 years office or related experience preferred</li> <li>• Fluency with word processing and other applications required.</li> </ul>
<p><b>Job Skills and Knowledge:</b></p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> <li>• Modern office practices and procedures.</li> <li>• Computers, including word processing, publication, and spreadsheet software programs.</li> <li>• Social media (Facebook, Instagram, etc) and cloud-based applications</li> <li>• Modern office equipment.</li> </ul> <p>Skill in:</p> <ul style="list-style-type: none"> <li>• Providing exceptional customer service to staff, the congregation, and the public.</li> <li>• Exhibiting exceptional attention to detail.</li> <li>• Multitasking.</li> <li>• General bookkeeping, organizing and filing</li> <li>• Planning and organizing work.</li> <li>• Strong interpersonal and communication (written and verbal) skills.</li> </ul> <p>Ability to:</p> <ul style="list-style-type: none"> <li>• Exhibit a personality that demonstrates enthusiasm and interpersonal skills to relate well with staff, the congregation, and the community, including during difficult and emotional situations.</li> <li>• Maintain confidentiality and handle sensitive data.</li> <li>• Maintain calm demeanor in the midst of stressful situations.</li> <li>• Exhibit strong attention to detail.</li> <li>• Communicate effectively in English, both orally and in writing, using proper grammar and vocabulary.</li> <li>• Exhibit independent judgement in the interrelation and application of standard practices and procedures.</li> <li>• Learn and interpret rules, regulations, laws, instructions and procedures.</li> <li>• Compile information from various sources and prepare basic and standard reports.</li> <li>• Adapt to changing circumstances; be flexible.</li> <li>• Work with other staff and volunteers in a collaborative manner.</li> </ul>

<p><b>Duties and Responsibilities:</b></p>	<p>Front Office:</p> <ul style="list-style-type: none"> <li>• Opens and sorts Lead Pastor(s)'s routine mail. Obtains, gathers and organizes pertinent data as needed.</li> <li>• Receives and screens callers, provides callers with accurate information, and refers calls to appropriate destinations.</li> <li>• Independently researches, prioritizes and follows up on multiple incoming issues and concerns addressed to the Lead Pastor(s), including those of a sensitive and/or confidential nature; determines appropriate course of action, referral or response.</li> <li>• Maintains/updates the church website, including the church calendar and current announcements.</li> <li>• Maintains the Lead Pastor(s)'s schedule of appointments, conferences, interviews, meetings and other events.</li> <li>• Oversees and ensures that announcements are accurately conveyed to the congregation.</li> <li>• Keeps track of and updates all (Sunday morning, youth, children, clubs, etc) attendance records.</li> <li>• Provides some office-related support to the Director of Children and Youth.</li> <li>• Print and fold bulletins on a weekly basis.</li> <li>• All other duties as assigned</li> </ul> <p>Reporting</p> <ul style="list-style-type: none"> <li>• Responsible for preparation and coordination of all reports for the annual and bi-annual business meeting.</li> <li>• Responsible for developing an annual report/presentation on church data (attendance, finance, membership, etc).</li> </ul> <p>Special Projects</p> <ul style="list-style-type: none"> <li>• As assigned.</li> </ul>
<p><b>Working Environment:</b></p>	<ul style="list-style-type: none"> <li>• Must have the use of sensory skills in order to effectively communicate and interact with other employees, congregants, and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls</li> <li>• Physical capability to effectively use and operate various items of office related equipment such as, but not limited to, a personal computer, calculator, copier, and fax machine</li> <li>• No significant climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, or repetitive motion</li> <li>• The work is generally performed in an office.</li> <li>• This position is subject to a volume of work that requires adherence to deadlines and workload goals which may be stressful and create pressure to meet goals and deadlines</li> </ul>
<p><b>Approval Date:</b></p>	<p>Current</p>