

OPEN MINISTRY POSITION

Pastoral Care Assistant // Front Desk Manager Cuyahoga Valley Church Part-time position



MINISTRY SUMMARY

Ministry Vision: Inviting people to new life in Christ.

Overall Ministry Objective: To assist with Pastoral Care needs under the direction of the Care & Connections Pastor and to manage Front Desk operations. This person's ministry objectives will include managing administrative tasks within the realm of Pastoral Care including benevolence, weddings, funerals, and counseling. This position would also be responsible for managing Front Desk operations including scheduling front desk staff and overseeing front desk resources.

POSITION DESCRIPTION

Principle Function:

The primary responsibility of the position is to manage administrative needs of the Care and Connections Pastor and to oversee Front Desk operations.

Accountability:

The Administrative Assistant will be directly accountable to the Pastor of Care & Connections for Pastoral Care duties and the Administrative Pastor for the Front Desk duties.

Responsibilities (Pastoral Care Assistant):

- Meet regularly with the Care & Connections Pastor to review current needs and upcoming events.
- Serve as wedding coordinator for CVC weddings. Work with the bride and groom as well as the officiating Pastor to coordinate and plan building and other resource needs.
- Serve as funeral coordinator for CVC funerals. Work with the family of the deceased, the officiating Pastor, and the funeral home to coordinate building and other resource needs.
- Assist with the facilitation of Benevolence needs throughout the year.
- Coordinate the Benevolence needs associated with Thanksgiving and Christmas (Advent Tree).
- Coordinate the STOW schedule and assist with STOW trainings.
- Assist the Care & Connections Pastor with administrative tasks related to adoption and counseling.
- Manage phone calls - re-route when appropriate, prioritize responses, ensure follow up and follow through.
- File correspondence, articles, brochures, periodicals, books to keep the office free from clutter and to make resources readily accessible.
- Schedule and coordinate meeting space for upcoming events.
- Schedule appointments as requested and/or needed.

Responsibilities (Front Desk Manager):

- Oversee Front Desk staffing. Be the "go to" person when front desk staff call in sick.
- Manage inventory of supplies and resources for the front desk and mail room.
- Work at the front desk at least two days a week.
 - Take care of the phones, handling questions, directing calls, take messages in a most pleasant, efficient manner.
 - STOW: enter incoming calls on Sharepoint and notify STOW person to help insure quick awareness.
 - Greet all who come through the door.

- Perform administrative tasks such as typing letters, mailings, e-mails, organizing, ordering office supplies for the church, replenishing Information Counter brochures, typing name tags, and handling other general front desk activities.
- Oversee/organize volunteer administrative teams as needed for needed requested admin tasks (i.e., mailers, assembling class materials, etc.)
- Oversee weekly clean-up of Worship Center.
- Treat all interactions with a high level of discernment, sensitivity, and confidentiality
- Coordinate the day-to-day operation of the copiers and printers (ordering supplies, scheduling maintenance, handling issues, performing basic training with the staff, being the go-to person on site).

Suggested Skills and/or Experience:

- One who has an active personal relationship with the Lord Jesus Christ.
- A lifestyle that demonstrates a servant spirit and a teachable attitude.
- A proactive person who exercises sound judgment without close supervision.
- A person who has developed good management skills enabling them to maintain efficient office environment.
- A detail-oriented and organized person who can be trusted to see a task or event through from start to finish.
- A person who has learned to be stable under pressure, willing to take counsel and direction from those in authority.
- Proficient in Microsoft Office.
- Ability to learn and use CCB (Church Community Builder).
- A person who has competency with the English language, grammar, and punctuation.
- A person with sufficiently developed computer skills who is willing to learn new skills as needed in order to enhance productivity.
- A person who practices diplomacy and tact when dealing with a diversity of people.
- A person who can keep confidences and be sensitive to people and their needs.
- A track record of trustworthiness and integrity.
- A person who is flexible, able to maintain an upbeat demeanor in the midst of last-minute requests and an ever-evolving work environment.

Estimated Time Commitment:

This is a part-time position, 20-25 hours per week.

Anticipated Benefits: This is a paid position that includes sick time, paid holidays, vacation time based on accrued seniority.

Contact: If you have an interest in this position or would like additional information, please submit your resume electronically to:

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