

OPEN MINISTRY POSITION

Pastoral Assistant, Assimilation and Care // Front Desk Manager
Cuyahoga Valley Church
Full-time position



MINISTRY SUMMARY

Ministry Vision: Inviting people to new life in Christ.

Overall Ministry Objective: To assist with Assimilation and Care under the direction of the Invite Pastor and the Care & Connections Pastor and to serve as the Front Desk Manager. This person's ministry objectives will include managing administrative tasks within Assimilation including front desk operations, new believers, baptism, and CVC membership as well as in our Care department including benevolence, weddings, funerals, and counseling.

POSITION DESCRIPTION

Principle Function:

The primary responsibility of the position is to manage administrative needs of the Pastors in charge of Assimilation and Care.

Accountability:

The Administrative Assistant will be directly accountable to the Pastor of Invite and the Pastor of Care & Connections.

Responsibilities (Assimilation and Care):

- Meet regularly with the Invite Pastor to review current needs and upcoming events.
- 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.
- Assist the Invite Pastor with the coordination of membership classes.
- Assist the Invite Pastor with Assimilation tracking (First-Time Guests through Membership).
- Assist the Invite Pastor with the coordination of baptism services. Work with baptism candidates to gather necessary information.
- 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.
- Handle purchasing of necessary resources.

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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., assembling Food Drive bags, 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 full-time position, 40 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:

Gregg Jacobsen, Pastor of Administration
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CUYAHOGA VALLEY CHURCH | Inviting People to New Life in Christ
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