



# bidwell

presbyterian church

growing deep growing up growing out

Position Category  
and level: SS3

## ADMINISTRATIVE SUPPORT ASSISTANT III

### POSITION DESCRIPTION

JANUARY 2007

<b>TITLE:</b>	Administrative Support Assistant III
<b>PURPOSE:</b>	To perform a variety of clerical duties in support of the ministry/purpose to which assigned.
<b>REPORTS TO:</b>	Incumbent will report to Pastoral and/or Management staff (as assigned) and the Office Manager.
<b>STATUS:</b>	28 – 40 hours per week. Benefits associated with FT employees as outlined in Bidwell Presbyterian Employee Handbook.
<b>EVALUATION:</b>	An annual performance evaluation will be performed by the direct supervisor.

**Administrative Support Assistant III** is an advanced level position and proactively performs duties, as well as works independently, receiving general supervision from direct supervisor or other Management Staff and may exercise functional and technical supervision over lower-level office staff.

### REQUIRED QUALIFICATIONS:

Knowledge and Experience:

1. High School Diploma or its equivalent
2. 4+ Years of progressively responsible experience in an office setting (could be a combination of technical or specialized training combined with experience in an office setting).
3. Excellent Computer Skills (Windows XP, Office, Outlook, Desktop Publishing Software, Internet, database)
4. Excellent interpersonal and customer service skills
5. Excellent written communication skills (i.e., working knowledge of correct English grammar, spelling, and punctuation)
6. Flexibility in a multi-task, fast-paced, changing environment
7. Business letter writing and report preparation
8. Basic principles of supervision and training
9. Detail oriented
10. Work well with all types of people, including staff, congregation, volunteers and others.
11. Self-motivated, resourceful and well organized
12. Maintain confidentiality as required
13. English usage, spelling, grammar and punctuation
14. Principles and practices of filing and record-keeping
15. Basic Arithmetic

Ability to:

1. Demonstrate an understanding of role as it relates to the mission of the organization
2. Demonstrate an understanding of role as it relates to the organizational structure, culture and interdepartmental relationships
3. Coach, encourage and assist others to utilize and improve their talents
4. Have effective interaction with coworkers and general public that result in positive outcomes
5. Willing to face conflicts with a desire to resolve them, and solves underlying causes to prevent recurrence.
6. Draw upon education, peers, external resources, and experience to perform job duties.
7. Understand and follow the procedures necessary to complete job tasks
8. Independently prepare correspondence
9. Respond to requests and inquiries from the general public
10. Work independently in the absence of supervision
11. Learn and apply policies and procedures of the organization
12. Supervise and train lower-level office staff and volunteers
13. Keyboard at a minimum of 40 wpm, corrected rate
14. Operate standard office equipment
15. Communicate orally in a clear and concise manner, respond to routine inquiries, and explain standard policies and procedures
16. Be part of an organization that promotes continuing education and career development
17. Have a passion for ministry

#### **EXAMPLES OF DUTIES**

Duties may include, but are not limited to the following:

1. Act as a receptionist and answer multi-line telephone and use voicemail system. Provide information and assist visitors/callers or route calls to appropriate staff or voice mail box.
2. Greet and assist visitors in a courteous manner.
3. Screen office and telephone callers, respond to complaints and requests for information
4. Word process, type and proofread a variety of reports, statistical charts, notices, contracts, etc
5. Compose and/or type from rough draft or verbal instructions and proofread correspondence related to ministry area.
6. Verify and review materials for completeness and conformance.
7. Perform a variety of complex automated record-keeping duties necessary to area of ministry.
8. Research and compile information and data as requested for use in reports.
9. Enter into and retrieve a variety of data from computer; operate printer and other equipment as needed.
10. Schedule appointments and coordinate meetings for supervisor and other ministry team members. Maintain schedules of activities, meetings, and various events; coordinate activities.
11. Perform high-level, clerical work as required and with efficiency
12. Assist with the preparation of Ministry budget.
13. Have understanding of ministry area budget line items and financial processes/policies in order to properly carry out financial tasks as assigned which may include processing invoices, collecting and receipting various fees/donations, maintaining spreadsheets, etc.
14. Plan, prioritize, assign and supervise the work of lower-level office staff and/or volunteers; provide or coordinator training of such when necessary.
15. Organize and maintain filing systems; maintain records related to area of ministry.
16. Operate various office equipment, which may include a computer, printer, calculator, copier, fax machine, postage machine, telephone, etc.
17. Perform other duties as assigned.

**RELATIONSHIPS WITH STAFF AND SESSION MEMBERS:**

The Administrative Support Assistant III is expected to:

- a) Maintain confidentiality at all times.
- b) Be supportive of the church and the church staff in all contacts with the church membership and the general public.
- c) Perform other tasks as requested.

**PHYSICAL DEMANDS**

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle or feel and reach with hands and arms. The employee is required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds. The work environment is one of an office with controlled temperature. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.