



## Job Description (updated August 2019)

**Title of Position**  
Assoc. Director - Office  
Admin.

**Job Category**  
Support (F/T)

**Direct Supervisor**  
Exec. Lead Pastor

### 1. Purpose of Role

The Office Administrator is responsible to coordinate a fluid, functional & friendly office environment facilitating life-giving office systems that serve the vision of “*Cultivating love-driven believers, who trade their lives to leave no soul behind.*” Multi-task position involving full knowledge & implementation of all administrative and clerical procedures of the Unite office that serve our guests & empower our staff.

### 2. Principal Responsibilities

#### Internal Office Coordination

- Build sustainable, nimble and simple office systems that empowers fluid execution.
- Maintain a clean, warm & welcoming office environment for guests and staff including staff work room.
- Facilitate healthy and predictable intra-office admin communication.
- Organizing, inventorying, ordering, stocking and maintaining of:
  1. Paper/plastic-ware (cups, plates, napkins, plastic ware etc.)
  2. Office Paper
  3. Office supplies in printer room
  4. Front office coffee/tea supplies
  5. Key church event supplies
  6. Print paper for: coffee cards, connection cards, signs, offering envelopes)
  7. Printer supplies
- Buy food for key staff meetings & elder meetings.
- Perform orientation/onboarding training for new employees on office procedures and office equipment.
- Keep office forms stocked & updated
- Build & maintain step by step administrative office manuals and protocols that support healthy growth.
- Maintains communication with Executive leadership.
- Manage & update passwords for all things Unite.
- Checking & Delivering mail each day into staff mail boxes.
- Ensuring outgoing mail is in place for pick-up
- Purchasing USPS stamps
- Signing for, organizing, relocating & notifying staff on packages that arrive per courier service.
- Answering & directing incoming phone calls and emails
- Daily email replies [unite@unitechurchak.org](mailto:unite@unitechurchak.org)
- Update voicemail greetings for office & seasonal greetings
- Order flowers for funerals and baby births.
- Ordering and sending flowers for special occasions.
- Oversee scheduling pick-ups for the Van list. Communicating with van team about pick ups.
- Update and manage any subscriptions: i.e. Microsoft Office



### Meetings

- Attend weekly staff meeting & take down action points, due dates and who's accountable (basecamp)
- Attend weekly Service Planning Meeting & put service elements in PCO & cascade info from meeting.
- Attend monthly Strat & Professional Development meetings (as needed)

### 2. Principal Responsibilities...continued

- Attend Service Finalization meeting (as needed)
- 30/30 Every other week with Exec Pastor

#### Building Coordination & Calendar

- Build, Improve & streamline calendaring and building coordination system to be the best it can be.
- Implement & manage Planning Cntr Resources to efficiently manage and execute building coordination.
- Oversee building coordination schedule, resourcing, and overall protocol for building use.
- Administrate the building/room use approval process.
- Schedule approved events & room usage in Google Cal.
- Actively & quickly respond and/or communicate (via email):
  - Approval/denial status of event & building/room usage to potential occupants.
  - Expectations & responsibilities of cleaning, maintaining & restoring room to original state (use templated email). This includes holding staff accountable to same expectations
  - Location of available resources that approved occupants can access
  - Any building/resource use concerns to staff, volunteers, or ministry leaders as needed.
- Ensure there are no scheduling overlaps or dual events happening on the same week.
- Maintain high communication with staff, Executive Pastor, and ministry leaders with room protocol/usage for their events.
- Oversee & coordinate the scheduling of internal and external events in church calendar.
- Coordinate yearly event scheduling with staff and key volunteers.
- Oversee check in and check out system for building keys. Build system for different levels of service.
- Set up rooms for Executive & Staff meetings

#### Membership Support Coordination

- Order resources for Connection Center. (communicate with Associate Director of 1<sup>st</sup> Impressions.)
- Ensure Connection Center is clean and resourced.
- Keep inventory of New Guest Cards.
- Print new guest cards ready to be mailed.
- Maximize the pathways of Planning Center People to efficiently engage our people and staff & track discipleship engagement.
- Data Entry:
  - (Weekly) entry of Connection cards, Sign ups, Member Info Booklets, Inventories/Profiles into Planning Center People
  - (Weekly) First Time Guest: Create Profile in People, mail new guest cards with free coffee card (on Monday).
  - (Weekly) Import Connection Card Info in google Sheets after entering in PCO People on Monday.
  - (Monthly) Import new members into google Assimilation sheet.
  - (Weekly) Assign & Send Workflows to appropriate department leaders (this connects potential member investors to a potential Ministry Team, Equipping Track or Small Group)
- Run background checks on all potential volunteers and keeping them up-to-date.



- Oversight & Development of Planning Center People tool
- Importing Unite Classes into PCO services & scheduling staff for their Unite Class roles 3 months out.
- (Monthly) Unite Class: Set up Unite & Member Info booklets, Sign In (paper & pen), Name tags with sharpie, cup of pens for attendee, set out Unite Class directional signs, black table clothes, food & beverage, Unite Coffee Mugs, Unite Vision Card, Unite Sticker, & black pen.
- Set up leadership development classes: tables, food, beverage, curriculum, markers, pens, signs

**Other Responsibilities:**

- Oversees budget area with integrity and frugality
- Oversee & Manage Planning Center: Registrations, Services, People, Groups, Resources
- Service Planning: Load Sunday Services in Planning Center 3 months out
- Service Planning: Load Basecamp To-Dos 2 months out
- Service Planning: Cascade key info to Communication Director, Associate Dir of 1<sup>st</sup> Impressions
- (Monday) Send Podcast link for upload. Have full knowledge of how to do podcast link without Tron. Manage all podcasts.

**3. Required Skills and Job Complexity**

a) Unique Skills & Knowledge	<ul style="list-style-type: none"> <li>• Minimum of 1 year of administrative or support role.</li> <li>• Proven track record of effective time management.</li> <li>• Organizational skills</li> <li>• Excellent verbal &amp; interpersonal skills</li> <li>• Able to create a positive and encouraging environment</li> </ul>
b) Problem Solving & Decision Making	<ul style="list-style-type: none"> <li>• Ability to handle multiple projects effectively</li> <li>• Solution minded - Provide description of possible solution</li> <li>• Can see the whole</li> <li>• Positive problem-solving attitude</li> <li>• Brings all necessary materials to meetings, events, etc.</li> </ul>
c) Key Relational Connections (KRCs)	<ul style="list-style-type: none"> <li>• Member of Unite</li> <li>• Congregation, Pastoral &amp; Office Staff, Exec Pastor, Guests</li> </ul>

**4. Competencies Critical to this Position**

Core Competencies	Technical Competencies
<b>Customer Focus</b> – Building strong guest relationships & delivering guest-centric solutions.	Microsoft Platforms: Word, Excel, Power Point
<b>Resourcefulness</b> – Securing & deploying resources effectively & efficiently.	Google Platforms: Sheets, Docs, Cal, Forms
<b>Optimizes Work Processes</b> – Knowing the most effective & efficient processes to get things done, with a focus on continuous improvement.	Additional Communication Platforms: Basecamp, Planning Center (Services, People, Groups & Registrations, and Resources) *training provided
<b>Communicates Effectively</b> – Developing & delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.	Able to learn, thrive and train people on all Planning Center platforms & functions



<p><b><i>Nimble Learning</i></b> – Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder.</p>	
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<p><b>5. Key Performance Measurements</b></p>	
<ul style="list-style-type: none"> <li>• <b>Teamwork</b> – Approaches work and staff with a positive, professional, open-handed and supportive spirit. Takes ownership of own area and develops departmental goals to push on macro organizational goals.</li> <li>• <b>Processes, Structure &amp; Systems</b> – Excel at developing, deploying &amp; timely follow through on clear systems &amp; protocols for Administrative arm of Unite.</li> <li>• <b>Personal disciplines</b> – Clear communication up to Executive Lead Pastor as well as Staff, Directors, Coordinators &amp; Team Members. Punctuality, attendance, work hours. Exercises proper judgement, communication, follow through, prioritization. Cascades clear 360 degree communication of pertinent changes, new information, projects or events.</li> <li>• <b>Stewardship &amp; Authority</b> – Healthy stewardship &amp; awareness of relationships, time management, work budget &amp; giftings. Healthy awareness and understanding of how to operate with authority while under authority. Accountable. Proactively stewards Unite’s Core Values &amp; Staff Behavioral Values well.</li> <li>• <b>Building God’s Kingdom</b> – Setting &amp; reaching yearly vision/objectives, equips others, advances in job performance, aggressive in building or expanding.</li> <li>• Job performance indicators as listed in <i>Support Evaluation – Categories: Personal Disciplines, Stewardship, &amp; Building God’s Kingdom</i></li> </ul>	

**Job Specifications, Standards, Requirements**

\*This description is not all inclusive, and other duties may be assigned as necessary.

- 40 Hours Per Week - Hourly
- 80 hours of PTO. Activates after 6 months of work
- Working Schedule & Hours are:
  - **Monday-Friday** 8am-5pm

<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> ??? Assoc. Director Office Administrator	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Joshua Tanner Lead Pastor	<hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> Michael Roux Executive Lead Pastor
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Hire Date \_\_\_\_\_

90 Day Evaluation Date \_\_\_\_\_

1 Year Evaluation Date \_\_\_\_\_