

Family Ministries Administrator and Receptionist

PRIMARY PURPOSE

To provide a welcoming atmosphere, assist with general administrative tasks, and specifically offer administrative support to the Family Ministry staff and volunteers.

Qualifications

- Has at least 5 years of experience working in an administrative role.
- Has excellent organizational and administrative skills.
- Has strong interpersonal skills.
- Able to work on a team and complete tasks in a timely manner.

Next Generation Administration

General

- Be present at all team meetings
- Print all Sunday material needed from the Children and Youth Director
- Take volunteer photos for lanyards
- Print and prepare lanyard ID badges
- Distribute lanyards prior to first volunteer shift
- Complete all baby blessing certificates for our bi-monthly service
- Bookings and administration for any trips, retreats, and conferences (ie, Buses, event sites)
- Ensure all payments are collected and documented for camps, retreats, conferences, and outings

Sunday Check In

- Recruit, train and schedule check-in team
- Ensure the check-in area is ready, working, and is a welcoming environment
- Check in all new families each Sunday
- Send a welcome email and follow up with calls to all new families within 24 hours
- Mail out cards to all new children and youth
- Add all new families to the mail-out list

Data Management

- Keep PCO records up to date
- Transfer all grades in PCO at graduation in June
- Ensure all Backchecks, Ministry Covenants and Protection Training are completed by all volunteers by the specified date
- Remove profiles that are inactive after 12+ months (completed in March, June, August, December)
- Work with the Directors and Pastors to ensure registration forms are set up with waivers and media release forms

Communication

- Send out Next Gen. newsletter regarding upcoming events, resources and other important information for families
- Call all families that have not attended in over 2 months
- Communicate with Children's and Youth Directors regarding absences and concerns
- Call all absent children to ensure care and follow up
- Take parents' inquiries via email and phone

Camps

- Attend training sessions and be up to date on background check and protection policy
- Ensure volunteers are up to date with background checks and proper identification (picture and lanyard)
- Create a camp registration form, including waivers and other applicable forms
- Ensure payments are collected along with the finance administrator
- Email parents in a timely manner, before, during and after camp
- Be available to parents for phone calls and emails throughout the weeks
- Contact parents in case of emergency, sickness or other important information
- Book all off-site trips and ensure payment is provided prior to event
- Be a welcoming and positive presence for both parents and children
- Set up and ensure all self-check in machines are in proper working order

Office Administration

- Maintain a welcoming, professional office environment
- Answer calls, welcome guests, and direct inquiries
- Manage mail distribution
- Maintain inventory and order office supplies, including Costco orders for the main office, pastoral offices, and mailroom
- Oversee the operation and maintenance of office printers
- Manage printing of ministry certificates and booklets

What Success Looks Like

- Having a friendly, welcoming check-in experience where families feel valued.
- Being organized and up-to-date with all of our data pertaining to next gen (all PCO items)
- Our families are given accurate and timely information pertaining to upcoming events and ministry nights
- Having a cohesive team that is working together to ensure our families are cared for beyond the Sunday experience
- Being prepared each season to ensure smooth transitions across the age groups

This job description is not meant to be an all-inclusive statement of every duty and responsibility that will be required of an employee in this position.

Expectations & Compensation

Reports to: Associate Pastor

Salaried Position: \$36,400

Health Benefit Plan: \$4,600

Total Compensation: \$41,000

Expected Hours: 32-34 hrs/wk

Office Hours

Sunday: 8:30 am - 12:30 pm

Monday - Thursday: 9:00 am - 4:00 pm

*Team meetings when required

This job description is not intended to be an exhaustive list of every duty and responsibility that will be required of an employee in this position. Therefore, additional duties may be assigned.

To Apply:

Please submit a resume, cover letter and three references to jobs@globalkingdom.ca.

Applications will be reviewed on a rolling basis until the position is filled.