



ROLE DESCRIPTION

Role: Bookkeeping Administrative Assistant & Welcome Desk Receptionist

DEPARTMENT: Administrative Services

REPORTS TO: Vice President Administrative Services

CLASSIFICATION/ STATUS: Part-Time (24 Hours/Week)

Hours are typically Monday through Wednesday 8:30 to 4:30pm. There might be an occasional swapping of days with the other Front Desk Colleague(s). The work is conducted at the Third Floor Welcome Desk, City Gospel Mission, 1805 Dalton Avenue, Cincinnati, OH 45214.

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES: The person in this role is supporting our Accountant and Donor Services Team by executing key bookkeeping tasks. This includes processing bank deposit records, entering data into the accounting system, running PayPal reports and other like items. It is the larger portion of the work. But the remainder is very important, because she/he will serve as one of the “faces” of the ministry by offering a professional and genuine welcome to visitors and staff. This person will provide one of the first impressions that people experience on a daily basis, whether they are in the office or calling the Administrative phone line. She/he manages calendars, orders and inventories supplies, attends to the reception area of the building, and answers the main phone line, which often includes answering questions about City Gospel Mission as a whole. This person will do some writing, such as emails to staff, volunteers and donors.

MAJOR POSITION RESPONSIBILITIES:

1. Do the work of administration in a manner that is aligned with the ministry’s core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for Ourselves and Participants in our Programs.

2. Administrative Assistant (Accounting Support):
 - Operate, trouble-shoot and service office equipment, including postage meter, scanner, and copiers.
 - Assist all programs with administrative tasks, including data-entry and creation of documents, labels and manuals.
 - Coordinate and collaborate with CGM programs leaders and departments, as needed
 - Prepare bank deposits
 - Maintain confidentiality and security of program applications checks and donations
 - Download PayPal credit card reports, enter donations as well as adjustments into accounting system
 - Process returned checks
 - Maintain Gift-in-Kind food donation spreadsheet

3. Welcome Desk Specifics:

- Greet and direct visitors, including clients, vendors, volunteers and donors
- Answer and field incoming telephone calls and emails
- Answer other types of inquiries and provide information about the overall organization and its various programs
- Receive and sort mail and deliveries
- Maintain schedule for conference rooms
- Locate, print and email documents from P-drive
- Manage office supplies, working with vendors to secure good pricing and assurance of supply.
- Distribute the Monthly Prayer Letter
- Update and maintain contact lists
- Help to maintain the security of office facilities

As with all CGM staff, the person in this role will complete other work-related duties as assigned.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and Bible study.
4. Agree with and sign the statement of faith and mission essentials of City Gospel Mission.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.

PHYSICAL REQUIREMENTS:

1. Is able to move and function in a business office environment.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. A team player who is well organized, productive, can put people at ease, while maintaining order.
2. Has a working knowledge of book-keeping
3. Has very good oral and written communication skills
4. Proficiency in Microsoft Word, Outlook, and Excel along with Internet research skills
5. Has the ability to be accurate with numbers
6. Is able to multitask
7. Has a professional and friendly demeanor; has orientation to provide excellent customer service
8. Takes initiative and follows-through
9. Must pass background and drug test.

Date Revised: 8/2/21 (HR Contact, Kelly Wilson)