



## ROLE DESCRIPTION

**Role:** Administrative Assistant

**DEPARTMENT:** Administrative Services

**REPORTS TO:** Vice President Administrative Services

**CLASSIFICATION/ STATUS:** Part-Time (16 Hours/Week)

*Hours are typically 8:00 to 4:30pm, Monday, Tuesday or Wednesday when working the Welcome Desk, at City Gospel Mission, 1805 Dalton Avenue, Cincinnati, OH 45214. Days may vary to accommodate the occasional swapping of days with the other welcome desk colleague(s).*

**GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:** The person in this role will provide a professional and genuine welcome to visitors and staff. This person provides 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 works with the "help desk team" to inventory and order supplies, attend to the reception area of the building. This person will answer the main and/or IT phone lines, which often includes answering questions about City Gospel Mission as a whole.

He/she also provides administrative supports for accounting (include processing bank deposit records, entering data into the accounting system, running PayPal reports and other like items.

The person in this role may also provide some administrative support for our executive leadership.

### 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. 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.
  - Operate, trouble-shoot and service office equipment, including postage meter, scanner, and copiers.
  - Support the IT Help Desk Interface (helpdesk email, invoices, staff communication)
3. Administrative Assistant (Bookkeeping Support):
  - Prepare bank deposits
  - Maintain confidentiality and security of donations

- Download PayPal credit card reports, enter donations as well as adjustments into accounting system
- Process returned checks
- Help maintain Gift-in-Kind donation spreadsheet
- Help process invoices for IT

4. Administrative Assistant:

- Schedule Meetings and prepare meeting materials
- Type Meeting Recaps
- Provide communication and follow-up as needed

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.
2. Able to lift 25-50 pounds as needed

**SKILLS AND EDUCATIONAL QUALIFICATIONS:**

1. A team player who is well organized, productive, can put people at ease, while maintaining order
2. Has or can gain a working knowledge of bookkeeping
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. Able to keep confidential information confidential
10. Must pass background and drug test

Date Revised: 6/8/22 (HR Contact, Kelly Wilson)