



Job Title:	Administrative Assistant – Reception/Ministry	Job Category:	Administration
Department/Group:	Administration	Supervisor	Office Manager
Location:	Prince of Wales Campus	Travel Required:	No
Level/Salary Range:	TBD	Position Type:	Full time although workshare arrangement will be considered
HR Contact:	Sue Reissner sreissner@metbiblechurch.ca	Date Posted:	April 5, 2022
Will Train Applicant(s):	Yes	Posting Expires:	Once Suitable Candidate Found
Applications Accepted By:			
EMAIL: employment@metbiblechurch.ca			
Position Summary			
<p>The Administrative Assistant – Reception/Ministry position is a vital link between our church ministry and the congregation. This person serves as a gateway for all weekday activity and is usually the one most responsible for creating a positive and inviting impression of the church and its ministry. Additionally, this individual represents an important administrative resource as the first level of general information about our church, its ministries, staff and other useful resources.</p>			
Reporting Relationship			
Reports to the Office Manager.			
Experience and education			
<p>The incumbent will have at least 2 years' experience in office administration or as a para-professional. Significant expertise in Microsoft Office suite required. Familiarity with Adobe Acrobat and Photoshop an asset.</p>			
Consequences of error / judgment			
<p>The Administrative Assistant – Reception/Ministry is first contact and a key part of the successful functioning of the larger ministry setting, serving The Met community. The consequences of errors or inappropriate judgment would reduce the effectiveness of The Met ministry programs and could harm the relationship between The Met's congregants and senior leadership.</p>			

Competency Matrix		
Adaptability – adapts one’s work to all situations	Analytical thinking – identifies critical relationships	Client focus – responds well to client requests
Communication – listens and clearly presents information	Conflict Management – identifies conflict and advises Office Manager	Continuous learning – seeks to improve personal effectiveness in current situation
Creative thinking – integrates new information quickly while considering different options	Decision-making – seeks guidance as needed when the situation is unclear	Developing others – shares experiences with others
Initiative – works independently, completing assignments with minimal supervision	Networking – strong face-name recognition; active in Met ministries as a volunteer	Planning – completes tasks in accordance with plans
Results orientation – organized and efficient	Stewardship of Resources – monitors and ensures the efficient and appropriate use of resources and assets	Stress management – recognizes personal limits and applies stress reduction strategies
Teamwork – fosters teamwork; provides some direction to Office Volunteers	Visioning and strategic direction – Demonstrates personal work alignment	

Relational Style

Respectful, compassionate, sensitive and empathetic as the receptionist is the first point of contact and reflects The Met vision and values. The incumbent is approachable, co-operative and trustworthy, discerning when information is confidential.

ROLE AND RESPONSIBILITIES

Reception Desk functions including:

- warmly welcoming and assisting visitors, guests and people-in-need who enter the church;
- acting as the communication liaison with the Facility Manager and Office Manager with regard to building maintenance, fire/security alerts, entry of vendors, contractors and deliveries;
- monitoring staff presence and availability; and,
- quickly evaluating how best to respond to and/or serve guests, then following through in a professional and Christ-like manner, enlisting the help of others, when necessary.

Phone System / General Office Email functions including:

- answering, screening and forwarding all incoming calls / emails for the staff received through the general church phone number / general email inbox;
- providing up-to-date general information pertaining to our ministries, services, membership, special events, and other church programs; and
- maintaining the staff directories.

Ministry assistance functions including:

- assisting the Facility Manager with reviewing room booking requests for ministry leaders utilizing the facility scheduling software;
- preparing signs for Met ministry and non-ministry Sunday and weekday events; and,
- receiving Church Membership Applications and scheduling of interviews for candidates with Board members, under the direction of the Office Manager;

Administrative assistance functions including:

- sorting and distributing incoming mail and carrier deliveries;
- providing assistance with proofreading, bulk mailings and other printing and photocopying of resources required by ministries and pastoral staff;
- assisting the Communications Team with reviewing and posting event notices;
- maintaining and scheduling service visits for office machinery – copiers, postage machine & cutter;
- maintaining adequate stock of copy paper and office supplies;
- maintaining a supply of updated resources at the front desk and Lobby Resource Rack;
- assisting with production of weekly Prayer Focus Bulletins, Funeral Bulletins, and occasional inserts;
- Joint Health and Safety Member and Secretary;
- maintaining the lost and found closet; and,
- performing other duties as directed by the Office Manager.

Other Expectations and Opportunities including:

- as an integral member of the administrative team, the incumbent will be cross trained on other ministry administrative tasks, and be required to assist other team members during busy ministry seasons, and act as backup personnel during vacation periods;
- being a member of The Met; becoming vitally involved and participating in the general life and ministry of the church and become increasingly familiar with members of the congregation;
- participating in regular staff gatherings and personal development activities.

ADDITIONAL NOTES

The position is full time (37.5 hours weekly), weekdays from 8:30 am to 4:30 pm; a work share arrangement between two candidates will be considered.

Please advise us of any accessibility-related accommodation in your cover letter (or email).

Reviewed By:	Sue Reissner, Chris Shadbolt	Date:	April 5, 2022; 12:30pm
Approved By:	Chris Shadbolt	Date:	April 5, 2022; 12:30pm
Last Updated By:	Elizabeth Meed, Sue Reissner	Date/Time:	April 5, 2022; 11:00am