

## JOB DESCRIPTION

<b>Position Title</b>	<b>Operations Assistant</b>
<b>Position Reports to:</b>	<b>Children's Ministry Director</b>
<b>Department:</b>	<b>Children's Ministry</b>
<b>Schedule (may vary)</b>	<b>25 hours/week; weekday and weekend hours</b>

### General Description

The Operations Assistant provides administrative support to the Children's Ministry and particularly the weekend ministry. He or she will perform a variety of tasks to assist other staff members, oversee ministry communications, answer inquiries from other ministries and church attendees, and oversee the weekend check-in and greeting operations.

### Specific Duties and Responsibilities

- Ensure that children's ministry staff have submitted timecards on deadline and completed them accurately. Log hours into a tracking spreadsheet and submits timecards to designated supervisors for their approval.
- Process all check/reimbursement requests and credit card use forms.
- Compose and send a weekly e-mail update to parents on ministry events via Constant Contact.
- Responsible for the overall "look" and style of the ministry, as it pertains to graphic design and presentation on fliers, brochures, directional signage, etc., as well as presentation of the front lobby and hallways. Ensure that promotional pieces stay stocked and current at distribution points around campus.
- Update ministry website and post on social media.
- Answer requests from Production team for announcement and bulletin promotional information, and prepare annual list of requests, in consultation with leadership.
- Reserve rooms and create registrations for ministry events.
- Help train new staff in general office procedures that are common across age groups.
- Interface with facilities department on room set-ups, work orders, answering questions, etc.
- Distribute mail to Children's Ministry staff members.
- Make deposits of offering and fundraiser proceeds.
- Route new person welcome cards to the appropriate staff for follow-up.
- Receive safety incident reports and forward them to appropriate staff for follow-up.
- Create monthly calendar with due dates for timecards, roster changes, and staff birthdays.
- Arrange childcare workers for one-night events (approx. 3x/year), communicating with team lead the number of kids registered, set-up needs, etc.
- Oversee automated check-in operations on the weekend, including maintaining computers and printers, entering new families' information, ensuring care with changes and updates to information, setting up and tearing down check-in stations, and recruiting volunteers to work check-in.
- Prepare scrolling announcement slides that appear on monitors in and near the children's building.
- Keep a good handle on supplies that are both at-hand in the office and in storage, being able to direct staff to resources and avoid unnecessary purchasing.
- Answer general CM questions – phone, e-mail, or walk-in.
- Keep updated roster of CM employees and their contact information.
- Keep information in staff binder, given to new employees, current.
- Manage staff calendar of planned absences.

- Oversee weekend fundraisers (approx. one/year)
- Assist with large events, such as Harvest Party and Carols by Candlelight.
- Other duties in support of CM pastor, director, and other staff may also be assigned.

### **Hours Required for the Job**

- Saturday hours are approximately 4-6:30 pm and Sunday hours are approximately 7:30 am-12:30 pm.
- Tuesday, Wednesday and Thursday - Hours to be arranged with Children's Ministry Director

### **Knowledge Skills Required for the Job**

- Able to design promotional pieces that are attractive, readable, crisply written, and compelling, and that fit within the overall color scheme and style of the NCCC campus.
- Graphic design/layout experience and a good eye for balancing text & graphics
- Computer literacy: experience with Excel spreadsheets, databases, e-mail, and social media is essential.

### **Desirable Qualifications**

- Experience with content management of websites (WordPress)
- Experience building and managing a team of volunteers
- Ability to work at a fast pace, explore alternative solutions, and maintain a positive attitude

### **Personal Relations**

- This position mainly interfaces with staff and volunteers. It is not a job working directly with children.
- Must be able to represent the ministry well to parents, children, and volunteers.
- Must interface with other ministries and departments on campus and operate with a "can-do" spirit.
- Must be able to recruit a team of check-in volunteers and appreciate the importance of volunteer-led and volunteer-driven ministry (as opposed to staff-driven).
- Must have a helpful attitude, being willing to help other team members with various projects.
- Must be able to exercise professionalism, discretion and sensitivity in handling confidential information.

### **Work Environment**

- Although there is a rhythm to the week, work is often interrupted and focus diverted to handle pressing or last-minute issues.
- Position shares an office with a staff of 20+ people, some of whom are only in on weekends, others who only work weekdays. Depending on the day or time of day, there can be up to six others working at their desks, while other times, the office is nearly empty.

### **Minimum Qualifications Required**

- Follower of Jesus Christ who is committed to their personal spiritual growth
- Part of the body of North Coast Calvary Chapel (or willing to become a part)
- Computer literacy, including the ability to learn and use online productivity tools such as Quip, Google Docs, Dropbox, and FileMaker Pro and FileMaker Go
- High school diploma (bachelor's degree preferred)

### **Physical Requirements**

- The job is mostly sedentary, and requires sitting at a desk and looking at a computer screen for extended periods of time. However, weekend work is on your feet, and you will be consistently moving from station to station to address needs.