



## **DETAILED MINISTRY DESCRIPTION**

### *Information Coordinator*

#### ***Title***

Information Coordinator

#### ***Purpose***

The role and responsibilities of the Information Coordinator are to present a professional and positive image to those who contact Grace Baptist Church by phone, in person or by email. Also, this position may provide daily administrative support to various ministry areas from time to time as directed by the immediate supervisor.

#### ***Reports to***

Minister of Executive Operations

#### ***Key Results Areas***

The Information Coordinator has the opportunity to help give a positive first impression of the church; to be deeply involved in the life and ministry of the church and its outreach to the community; to know and be aware of the members of the staff and congregation, and to assist the pastoral and support staffs in performing their ministries efficiently and effectively.

- Answering all incoming calls
- Maintain a working, detailed knowledge of all Grace campus activities so that all member/guest questions may be answered at the initial point of contact
- Greet members and guests in a timely manner working to ensure Grace safety by requiring everyone to sign in and wear an official GBC badge

#### ***Description of duties***

- Ensure a welcoming and informative environment for guests, church members, and staff members
- Greet members, guests and church staff in a timely manner
- Following guidelines, properly receive, screen and direct incoming calls
- Take messages, direct callers to voice mail, transfer callers to the appropriate pastor, staff members or administrative assistants
- Maintain and update outgoing messages left on the church's automated answering system
- Update the master telephone listing and distribute appropriately
- Be proactively engaged in obtaining weekly activity and programming information for easy access to those filling in for the Information Coordinator during meals and break
- Be observant of staff availability / presence on campus
- Work closely with the Fleet Manager on all Grace vehicle reservations/keys and promptly report any concerns
- Operate a personal computer and related equipment
- Demonstrate proficiency in the use of Microsoft Windows based software for word processing, database management, excel spreadsheets, and PowerPoint presentations
- Operate other office equipment
- Attend meetings and training sessions as directed by Supervisor

### ***We Want – Must Haves***

- Must be a follower of Jesus Christ and have a lifestyle that demonstrates obedience
- Committed to the core values of the church
- Committed to Biblical tithing (a minimum of 10% of gross income)
- Good “people” skills for relating to others
- Ability to communicate clearly, concisely, and accurately both orally and in writing
- Ability to work independently, without direct supervision, as well as work cohesively within a team environment
- A positive attitude at all times and maintain composure under pressure
- A demonstrated ability to maintain sensitive or confidential church information
- Basic understanding of office organization, policies, operations, office equipment and methods
- Excellent organizational skills, detailed in content and process execution
- Knowledge and principles of preparing correspondence, forms, reports, etc.
- Basic knowledge of principles and procedures of record-keeping
- Fluent in English as the primary language; excellent grammar, spelling, punctuation, and general vocabulary skills
- Knowledge of and experience normally acquired through the completion of a high school diploma or job training

### ***We Want – Like to Have***

- A member of Grace Baptist Church
- Previous relevant work experience in a church environment to assure a complete understanding and sensitivity to the expectations of guests, volunteers, members and staff
- Minimum two year college education with desire to seek additional training through conferences, networking and seminars
- Previous experience in a front desk, multi-phone environment

### ***Time requirements***

This is a full time position as outlined in our Employee Personnel Manual.

### ***Physical, Environmental and Mental Requirements***

- Talking – expressing ideas by means of the spoken word to convey instructions to GBC and GCA guests, members, volunteers, staff, and students accurately and quickly
- Hearing – ability to perceive sounds at normal speaking levels with or without correction and to receive detailed information through oral communication
- Written – ability to accurately, clearly and detailed transcribe messages and/or write information
- Sitting for sustained periods of time
- Stooping, crouching, kneeling, lifting – up to 15 pounds
- Repetitive motion of the wrists, hands and fingers
- Close visual acuity required for viewing a computer monitor, preparing and analyzing data and figures, transcribing and reading
- Environment is indoors
- Environment deals with a wide variety of challenges, deadlines, and a varied and diverse array of contacts
- Remain focused and proactive under stress and deadline schedules

### ***How to Apply***

1. Read the Job Description listed above. This position requires previous experience in administrative support and front desk responsibility including multi-line phone and office systems.
2. Read the summary statement listed above. Make sure you meet the minimum requirements of this position.
3. Read the statements that are part of the GBC Application: Application Agreement, Statement of Ethics, Statement of Faith and Confidentiality Statement. Applicant must agree to these statements.
4. Email your completed application, signed documents and an updated resume to Jillian Hudson at [Jhudson@gracebc.org](mailto:Jhudson@gracebc.org) Please include a cover letter outlining your experience. We will acknowledge receipt of your information by email.