



4220 Saxon Drive | New Smyrna Beach, FL 32169
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Office Assistant

Responsibilities and Expectations

Reports to:	Parish Operations Manager	FLSA Status:	Non-Exempt
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Job Summary:

This role serves as the welcoming first point of contact for church members and guests, ensuring a warm and professional presence. The position is responsible for managing all front-desk administrative support duties, including phone communication and visitor assistance.

Essential Duties and Responsibilities:

Includes the following and other duties as assigned.

- **Provide a welcoming presence:** Greet guests, team members, and staff with eye contact, a warm smile, and a friendly welcome.
- **Manage phone communications:** Answer calls, provide information, take detailed messages, and direct calls appropriately.
- **Office entrance:** Maintain a clean and organized entrance area.
- **Handle mail distribution:** Sort and distribute incoming and outgoing mail efficiently.
- **Create materials and manage communications:** Develop bulletins, event programs, social media posts, and update the church website regularly; collaborates with the Pastor, Music Director, and Operations Manager to create the weekly service bulletin, contributing to the smooth operation of church services.
- **Prepare meeting spaces:** Set up conference and church rooms for events, ensuring supplies, food, and beverages are readily available.
- **Maintain common areas:** Keep common areas, the copy room, and sitting areas (generally) clean and organized.
- **Organize files and information:** Ensure systematic storage and accessibility of documents.
- **Support event logistics:** Assist with church-related events and activities as needed.
- **Participate in staff engagement:** Attend meetings and participate in assigned training sessions.

Required Skills and Qualifications:

- **Living Christian Faith:** A demonstrated and active commitment to Christian beliefs and values that aligns with the mission of our church.
- **Faith Alignment:** A strong commitment to the church's mission and values, requiring membership or active participation in our parish community.
- **Confidentiality:** Ability to handle sensitive information discreetly and maintain trust within the congregation.

- **Interpersonal Skills:** Warm and welcoming demeanor to interact effectively with parishioners, visitors, and staff.
- **Organizational Skills:** Proficiency in managing schedules, records, and church-related documents.
- **Technical Proficiency:** Familiarity with MS Office, Planning Center, Canva, Mail Chimp, and basic office equipment.
- **Event Coordination:** Skills to assist in planning and executing church events and activities.
- **Communication Skills:** Clear and professional verbal and written communication, including preparing bulletins, newsletters, and other church materials.
- **Problem-Solving Skills:** Ability to address challenges and find solutions independently.
- **Adaptability:** Flexibility to handle diverse tasks and changing priorities.
- **Customer Service Skills:** Providing a welcoming and helpful experience for visitors and callers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- **Sitting and Standing:** Ability to sit for extended periods at a desk and occasionally stand or move around the office.
- **Walking:** Light walking to retrieve files, attend meetings, or assist with office tasks.
- **Lifting and Carrying:** Capability to lift and carry items such as office supplies, packages, or equipment, typically weighing up to 20-30 pounds.
- **Fine Motor Skills:** Proficiency in typing, using office equipment, and handling small objects like pens or paper clips.
- **Visual Acuity:** Ability to read documents, computer screens, and other materials with clarity.
- **Hearing and Speaking:** Effective communication skills for phone calls, meetings, and interactions with colleagues and visitors.
- **Reaching and Bending:** Occasional reaching for items on shelves or bending to access lower storage spaces.

Additional Expectations:

- Working hours will be fixed. However, this position requires the ability to work varied hours as needed for special events, including weekends and holidays, with increased effort and availability expected during key periods such as Holy Week and the week leading up to Christmas.