

HEARTBEAT INTERNATIONAL

Job Description

TITLE: Office Assistant 3 (Non-Exempt)
DEPARTMENT: Ministry Services
REPORTS TO: Director of Academy
Remote Work Status: Position reports to HB office

SUMMARY

The Office Assistant performs a variety of general clerical and administrative tasks in support of the Senior Director of Academy and general HBI office operations. All tasks and responsibilities are performed in accordance with and to promote Heartbeat International's pro-life mission and vision and Christian core beliefs and core operational values.

PRIMARY RESPONSIBILITIES

Approximately 70% of the employee's time will involve the accurate and timely performance of at least three of the following tasks and responsibilities. The percentage of employee time spent on each task will vary.

1. Establish, maintain and manage (establish, review, organize, update) accurate and possibly confidential records, logs, lists, and files (hard copy and electronic) for a department or organization. Update and add new records to a database (census info, etc.). Responsible for verifying accuracy and determining appropriate coding. May initiate updating of records, logs, etc., based on established guidelines.
2. Reports: Run menu driven reports and queries to produce reports. May develop basic queries. Compile specified information from internal and external sources and compile and format reports in Excel or Word. Track and record specific statistics or information. Includes calculations and balancing or verification of statistics/information and general analysis of information. Includes communication with various constituencies, searching the internet, reviewing records, etc.
3. Mailings. Oversee the complete mailing process. Organize materials for most efficient process, insure appropriate materials are included, copy or oversee copying of materials (in-house or outsourced), prepare for appropriate form of mailing, and ensure timely mailing. Obtain and maintain knowledge regarding mailing requirements for all types of mailings. Coordinate with vendors as necessary.
4. Word Processing: Update information in Word documents and a database, type (from handwritten or dictated material) correspondence, labels, envelopes, merge documents (Word and a database), labels, and tables. May type updated text for web site. May initiate updating of materials based on established guidelines.
5. Schedule meetings, appointments, and travel arrangements.
6. Order fulfillment. Accurate and timely filling of MS resource orders. Responsible for all aspects of ordering/assembling resource components and receiving, processing, and shipping orders. This includes ensuring appropriate resources for trainings and maintaining appropriate inventory.
7. Communication. Answer main HB telephone line, retrieve voice mail messages and email, greet visitors, transfer calls and information, screen calls and other communication. Receive, sort and distribute mail, including facsimiles and e-mail. Communicate cooperatively with other staff, the various HB constituencies, and the general public to obtain, gather, and provide information. Communicate with staff, callers, and visitors in a way that encourages and promotes an office atmosphere that is supportive of HB's mission, vision, core beliefs, and core operational values, including sharing the Gospel and prayer when appropriate.

SECONDARY RESPONSIBILITIES

Approximately 30% of the employee's time may involve the accurate and timely performance of a least three of the following tasks and responsibilities.

1. Serve as backup for other Ministry Services clerical positions.
2. Copy, fold, and insert and assemble materials (i.e. packets, mailings, manuals).
3. Advanced database and/or Word tasks such as adjusting or designing forms, reports, queries, and formats.
4. May compose correspondence and/or proofread materials.
5. Special projects or tasks as assigned by supervisor.

SUPERVISION (Received/Exercised)

Work performed independently with supervision available. Organize work and sets priorities based on schedule and office priorities established by supervisor. Supervisor regularly reviews non-routine work and periodically reviews routine work. Evaluate information to determine appropriate process based on established guidelines.

QUALIFICATIONS

1. High School graduate (or equivalent).
2. Three years office experience or training required, including answering phones, record keeping, word processing/data entry, and multitasking.
3. Word processing/data entry skills including accurate typing speed of 40 words per minute required. Familiarity with Word, Excel, and database experience strongly preferred.
4. Good interpersonal skills. Ability and desire to work cooperatively and professionally with others. Treat others with respect, honesty, and integrity, working towards Christian (scripture base) peace and unity.
5. Professional and pleasant business oral communication skills. Good written communication skills.
6. Ability to handle multiple tasks accurately and timely.
7. Detail oriented.
8. A willingness and desire to work as a team to serve affiliates and other HB constituencies, including other staff.
9. Ability and willingness to demonstrate commitment to Heartbeat International's mission, vision, core operational values, and core beliefs in the execution of position responsibilities.
10. A willingness to share the gospel of Jesus Christ by word and example to encourage affiliates, staff, and others and to contribute to an office environment conducive to supporting HB's Christian ministry of life.
11. A servant's heart with the ability to understand how all support tasks impact Heartbeat International's ministry of supporting life.