

*We exist to exalt Jesus Christ, become His fully devoted followers
and share His grace and truth with all people.*

**ADMIN OFFICE ASSISTANT
SALEM ALLIANCE CHURCH**

Department: Administration
Supervisor: HR Executive Assistant
Supervises: No
Volunteers: Yes
Exempt Status: Non-Exempt
License Requirement: No

GENERAL STATEMENT OF DUTIES: Consistent with the mission statement of Salem Alliance Church, the Admin Office Assistant answers the church's telephone and directs calls; welcomes guests and refers people appropriately to staff or community organizations; maintains the church database; completes assigned office projects; provides verbal interpretation or written translation services as needed.

DISTINGUISHING FEATURES OF POSITION: The Admin Office Assistant position requires considerable knowledge of church activities. The responsibilities of the employee may include hospitality to visitors, regular communication both verbally and in writing, data entry, word processing, project work, and other duties as assigned. The Admin Office Assistant exercises independent judgment in referring persons seeking assistance to church staff or to outside community organizations. This position is distinguished from the higher level Coordinator position that performs more diverse and complex functions.

CORE JOB FUNCTIONS: An employee in this classification shall perform Core Job functions as outlined below. However, these core job functions do not include all of the specific essential functions that an employee may be required to perform, nor would an employee be required to simultaneously perform all functions listed below.

1. Guest Services & Front Desk Coordination

- Serves as the first point of contact for visitors and phone inquiries, ensuring a welcoming and professional experience for all, including the bilingual community.
- Creates a positive first impression, assisting visitors, answering questions, and providing customer service at the front desk.
- Assists in resolving issues or clarifying concerns for community members by directing them to the appropriate staff or ministry.
- Maintains a safe, clean, and organized reception area.
- Manages communication channels, including walk-ins, phone calls, mail, and emails, ensuring timely and effective responses.
- Supports staff with miscellaneous projects and administrative tasks.
- Excels in multitasking, remaining interruptible and adaptable to shifting needs.

2. Administrative Operations

- Answers multi-line phones, screens calls, and directs inquiries while staying informed about staff, events, and ministries.
- Prepares correspondence, flyers, brochures, and calendar updates using Canva, Google Calendar, and other software tools.
- Handles the preparation, stuffing, and mailing of checks with a high level of accuracy and confidentiality.
- Manages mail and document handling, including sorting, distributing, and printing materials, as well as creating room signs for Broadway Commons rentals.
- Serves as the primary contact for copier training, troubleshooting, maintenance, and supply management.
- Checks and follows up on voicemails regularly throughout the day.
- Opens and closes reception and administrative offices, ensuring security protocols are followed (lights off, doors locked).

3. Database & Technology Maintenance

- Manages and maintains software and databases, including TouchPoint and eSpace, supporting staff with basic troubleshooting and technical tasks.
- Ensures the accuracy of demographic data in TouchPoint by updating records, resolving duplicates, and coordinating an annual data cleanup.
- Assists staff with TouchPoint-related questions and directs them to appropriate resources.
- Processes hard copy and online inquiries related to TouchPoint records.
- Manages event scheduling for BCH Coffeehouse conference room reservations using eSpace.
- Adds all church TouchPoint event involvements into the Salem Alliance mobile app, ensuring up-to-date event information for the congregation.
- Supports the Communications Coordinator with basic website maintenance

4. Staff & Ministry Support

- Assists pastors, ministries, and staff with projects, translation needs (Spanish-English), and event support (e.g., funerals, walk-ins).
- Provides general information to guests and staff, sending messages and making calls on behalf of others to minimize disruptions.
- Maintains Welcome Center printing, restocking, and updating brochures as well as welcome gifts, ensuring all supplies are fully stocked.
- Assists the Pastor of Pastoral Care with eSpace, funeral folders, walk-ins, and document preparation.
- Provides Spanish translation support for documents and visitor interactions.
- Supports the Communications Coordinator by assisting with updating church-wide brochures in Canva as needed.

5. Supplies & Facility Coordination

- Manages office supplies, ensuring the workroom is stocked and organized.

- Restocks and maintains kitchen supplies, including coffee, tea, creamers, and other breakroom essentials.
- Prepares and maintains daily staff coffee, ensuring a welcoming and well-supplied break area.
- Supports staff retreats, meetings, and events by coordinating materials, refreshments, and logistical details.
- Ensures workroom functionality and cleanliness, keeping equipment (copiers, printers, etc.) in working order.

ESSENTIAL JOB FUNCTIONS: An employee in this classification shall perform essential job functions as outlined below. However, these essential job functions do not include all of the specific essential functions that an employee may be required to perform, nor would an employee be required to simultaneously perform all functions listed below.

1. Model for the staff and church family the life of a fully-engaged “partner” at Salem Alliance Church (e.g., completed the partnership process in a timely manner, regular attendance at weekend worship, regular financial giver, volunteers in other ministry areas)
2. Consistently attend and participate in assigned meetings and events (e.g., weekly staff meetings, biennial staff retreats and team meetings)
3. Work collaboratively with other staff members and departments
4. Spanish proficiency in speaking, reading and writing required

MINIMUM POSITION REQUIREMENTS: Completion of High School Diploma or GED; combination of education and experience that provides the following abilities, knowledge and other requirements:

Other Requirements:

1. Regular attendance at worship services of Salem Alliance.
2. Agreement with, adherence to and representation of the vision, values and doctrinal statement of Salem Alliance.
3. To become a member of Salem Alliance within three months of employment.
4. Must pass a background check conducted by Salem Alliance.
5. Must maintain a safe driving record and possess a valid driver’s license and be able to obtain an Oregon license within three months of hire.

PHYSICAL, EMOTIONAL & MENTAL DEMANDS: The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee must possess mobility to work in an office and to use standard office equipment, including a computer, keyboard and multi-line telephone. The employee must have the strength to lift and carry items weighing up to 20 pounds, vision to read printed materials and a computer screen, and hearing and speech to communicate in person and over the phone.

The employee must be able to maintain mental alertness, multi-task, pay attention to details in spite of interruptions, and be flexible in dealing with work demands and prioritizing work. The employee must have the ability to be helpful to callers and guests who have experienced difficult circumstances and to remain calm with persons who may be agitated.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee regularly works inside and is required to extensively utilize the telephone, computer, copy machine and a variety of other office equipment. The majority of work is performed in a sitting position for up to two hours without standing. Work may include flexible work hours including weekends, evenings and holidays. The employee may use detergents and cleaning supplies while cleaning the kitchen. The church campus has multiple floors connected by stairways. An elevator connects some, but not all, of those floors.