***CARE MINISTRIES ADMINISTRATIVE ASSISTANT***

(PLEASE NOTE: BROOKWOOD CHURCH REQUIRES ALL EMPLOYEES TO BE MEMBERS OF, OR BE WILLING TO BECOME MEMBERS OF BROOKWOOD CHURCH)

* **Standard Work Schedule**
* Full-time salaried position
* Monday to Thursday 8:30 am–5:30 pm; Fridays 8:30 am–12:30 pm
* Additional hours may be necessary (classes, events, death notifications, funerals/memorials, etc.)

**Core Competencies and Personal Qualifications**

* Ability to handle confidential information in a discreet manner
* Ability to maintain healthy emotional boundaries
* Ability to minister to bereaved congregants in a sensitive manner
* Ability to multi-task and thrive in a fast-paced and deadline-sensitive environment
* Competency in the following tools to support job function:
  + Microsoft Office (Word, Excel, and PowerPoint)
  + Outlook Web Access
  + Church databases such as ROCK, Basecamp, and Planning Center (on the job training will be provided)
* Completion of Care Ministries Training required
* Detail and task oriented
* Team player
* Strong written communication skills
* Strong interpersonal and leadership skills
* Strong organizational and time management skills

**Job Duties and Responsibilities**

* Create and manage the weekly Pastor on Call schedule and ensure phone system is set up properly
* Create and manage the weekly Care Connection Team schedule via Planning Center Online
* Create and update Care Ministries Booklets, Care Seasons Cards, and any other ministries-wide publications
* Blueprint, and execute Care Ministries-wide events (Volunteer Appreciation Dinner, Retreat, etc.)
* Develop working knowledge of and relationship with all ministries under Care
* Back-up support for Administrative Assistant, Intake Specialist, and Financial Care Manager when they are out of the office
* Manage the Care Ministries phone line/email in conjunction with the other Care Ministry Admins
* Develop, fine-tune, and enforce ministries-wide processes and processes for specific ministries as needed in conjunction with Care Ministries Team.
* Contact attendees who lost a loved one as and when such information is received; then communicate to staff and advisory team via email in a timely manner
* Key coordinator for funeral/memorial services
* Develop referral database by building relationships with professional resources within the church and the community including counselors, community agencies, state and county agencies, hospitals, other churches, support groups, hospice groups, etc.
* Help maintain Care Ministries’ online presence (Content on Brookwood website, social media, etc.)
* Maintain overall Care database in ROCK