



JOB DESCRIPTION

Position Title: Mesa Campus Ministry Assistant
Reports To: Campus Pastor

Campus: Mesa
Status: Part-time, Non-exempt, 28 hrs/wk

Position Summary: The Mesa Campus Ministry Assistant's primary responsibility is to provide exemplary guest experiences and assistance as the first point of contact to those who call or visit Central's Mesa Campus office. This is primarily accomplished through recruiting and developing a volunteer office welcome team. The ministry assistant also assists with office management and supports campus specific ministries as needed, all in support of the Mission of Central of *Leading People to Discover and Fully Own their Faith in Jesus!*

This position is connected to the faith and ministry of the church and moves forward the vision of Central Christian Church.

Responsibilities:

- Lead volunteer office welcome team in positively welcoming guests, answering phones, and helping connect people to appropriate staff and resources with exemplary service and support.
- Engage and develop servant ministers for office welcome team and functions.
- Assist with office administration and management.
- Seek continuous improvement of guest experience and processes.
- Maintain office security by following safety procedures and controlling access via the front desk.
- Order office supplies and keep inventory of stock.
- Provide additional ministry support to campus ministries as directed by Campus Pastor.
- Model & champion "Ownership of the Mission of Central" with team and servant ministers, working to help people grow in their discipleship and embrace the marks of ownership.
- Other duties as assigned.

Knowledge, Skills and Experience Required:

- Leadership skills with mentoring and training abilities
- Strong guest service experience and phone skills
- Computer skills with proficiency in Microsoft Outlook, Word, Excel; Rock a plus
- Mesa campus attendance and involvement
- Strong understanding of campus ministries and staff for directing people to appropriate help
- Organizational, multitasking, and time-management skills, with the ability to prioritize
- Ability to be resourceful and proactive when issues arise while utilizing stress management skills
- Pleasant personality, professional attitude and appearance
- Flexibility to adjust schedule within office hours when needed.

Competencies:

- **Customer Focus** - Builds strong guest and internal customer relationships and delivers customer-centric solutions.
- **Interpersonal Savvy** - Relates openly and comfortably with people across levels, functions, culture and geography. Builds rapport in an open, friendly, and accepting way. Acts with diplomacy and tact.
- **Communicates Effectively** - Is effective in a variety of communication settings: phone, one-on-one, small and large groups, or among diverse styles and position levels. Communicates in ways that convey a clear understanding of the unique needs of different audiences.
- **Builds Networks** - Effectively builds and maintains formal and informal relationships across a variety of functions and locations; draws upon multiple relationships to exchange ideas, resources, and know-how.
- **Action Oriented** - Takes new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm. Displays a can-do attitude in good and bad times. Steps up to handle tough issues.
- **Self-development** - Actively seeks new ways to grow and be challenged using both formal and informal development channels. Shows personal commitment and takes action to continuously improve.

Personal Expectations:

- Must align with the vision, and values of Central Christian Church and be committed to doing Central no harm.
- Growing in your personal relationship with Christ.
- Develop personal evangelism opportunities within and outside the Church.

Staff Expectations:

- Adhere to and encompass the qualities and characteristics required of Central Christian Church employees, defined by the Employee Handbook.
- Financially support the vision of Central Christian Church by faithfully giving at least 10% of gross income.
- Be an active Owner at Central Christian Church, making every effort to uphold the six core values of Central.

Physical Requirements: While performing the duties of this job, the employee is occasionally required to stand, walk sit; use hands to finger handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. The employee must occasionally lift or move up to **twenty-five** pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.