



## Administrative Assistant

**Hours:** Part-time — Level 9 position

*Revised 5/21*

**Line of Authority:** Responsible to GEMS Operations Administrator

**Work Schedule:** 16-20 hours per week (hourly)

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### **SPECIFIC DUTIES**

#### **General Customer Relations**

- Creates a warm, welcoming, and cheerful environment for all in the GEMS Global office.
- In coordination with Customer Service Specialist (CSS), keeps common areas of the GEMS Global office clean and sanitized, supplied, and organized (lobby, supply room, storage areas and studio/library).
- Assists with answering phones, voicemails, and emails promptly and according to GEMS customer service standards and guidelines.
- Resolves shipping, address, and order fulfillment issues and follows through with customer and GEMS Staff.
- Assists in recording customer service statistics on the CSS log.
- Assists and backs up CSS, following up on customer needs.
- Fills in for the Customer Service Specialist as needed.

#### **Administrative**

- Assists Operations Administrator with office supply, storage, and inventory tracking.
- Supports remote staff mailing requests.
- Responsible for coordinating and following through with mailings, thank you, correspondence as needed, club materials, and Club Coordinator packets, etc.
- Assists Operations Administrator with product assembly and stocking.
- Files contract information for vendors and subcontractors.
- Files customer and club invoices, membership agreements, and other administrative records.
- Performs errands outside of the office as requested, i.e. grocery supplies, bank deliveries, and special event meal pick-ups.

#### **Volunteer Coordination**

- Coordinates and oversees volunteer help compiling projects and/or mailings on behalf of GEMS Staff.
- Assists with volunteer and/or donor relations events and other relationship building opportunities.

### **GEMS Events (Conference, Celebration Dinner, Tradeshows, & Other Events)**

- Provides behind-the-scenes support for broadcasts, photoshoots, committee meetings, and other GEMS events.
- Assists GEMS Staff in a variety of preparation activities, both pre and post-event.
- Travels to events, as needed, and assists in a variety of roles, which may include: registration, supply center, behind-the-scenes set-up, and more.

### **General**

- Attends professional development opportunities, as requested.
- Assists with various other duties as assigned.

### **SKILLS AND ATTITUDES NECESSARY**

- Fully devoted follower of Jesus Christ and possesses a passion to see His Kingdom grow.
- Prior experience in administration and customer relations with outstanding references required.
- Highly organized, efficient, detail-oriented, and able to multitask very well.
- Courteous and polite at all times, with a warm and cheerful phone voice.
- Systematic, organized worker and problem solver; not easily flustered or discouraged by interruptions.
- Displays a servant's attitude toward helping others and values teamwork.
- Excellent keyboard and database management skills.
- Demonstrates excellent computer and data entry skills and has an understanding of Filemaker Pro, Word, and Excel.
- Be an integrity-filled person and always successful at maintaining confidentiality.
- Outgoing and helpful in serving all GEMS visitors and other DYM personnel.
- This job may require some nights and weekends with notice.