



Administrative Assistant

Hours: Part-time — Level 10 position

Revised 7/21

Line of Authority: Responsible to GEMS Operations Administrator (OA)

Work Schedule: 20-24 hours per week (hourly)

Position Summary: This part-time position works to advance the ministry of GEMS by assisting the Operations Administrator with a variety of administrative tasks, as well as assisting the Club Life Program Director with database updates and reports.. This position will also assist with other miscellaneous office duties such as customer service assistance, assembling mailings, filing, and other general office duties.

SPECIFIC DUTIES

General Customer Relations

- Assists GEMS Customer Service Specialist (CSS) with answering phones, and emails promptly, according to GEMS customer service standards and guidelines.
- Resolves shipping, address, and order fulfillment issues and follows through with customer and GEMS Staff.
- Fills in for the CSS as needed.
- Assists with customer returns and failure to deliver.

Administrative

- Assists OA with office supply, storage, and inventory tracking..
- Coordinates and follows through with ministry mailings, as needed.
- Assists OA with product assembly and stocking.
- Files contract information for vendors and subcontractors.
- Updates record and databases with personnel, financial, and other data.

Club Data Care

- With OA, oversees club mailings and communication pieces (e-news, Mailchimp).
- Manages data and tracks membership for all clubs and club mentors.
- Reports membership fees and/or club dues and offerings, which may include generating follow-up and acknowledgment letters.
- Collects on overdue accounts and uncleared checks: invoices, member fees, dues, and offerings and credit card rejections for clubs.
- Keeps GEMS staff up-to-date on all new, inactive, or canceled clubs through monthly update reports.
- Files customer and club invoices, membership agreements, and other administrative records.

General

- Travels to promote and/or represent GEMS ministry at clubs, leader gatherings, trade shows, events, and conferences, as needed.
- 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.