



MINISTRY POSITION DESCRIPTION

POSITION TITLE: Office Assistant

ORGANIZATION OVERVIEW

Real Resources is a nonprofit Christian faith based organization that's core purpose is to serve churches by providing Christ centered resources and experiences for ministry.

TEAM OVERVIEW

The Operations Team is responsible for serving and resourcing of the departments and ministries of Real Resources (YouthWorks, Youth Specialties, BigStuf and Especialidades Juveniles) in the following areas: administrative functions, office support, supply management, building maintenance, vehicles, and coverage of the front desk.

POSITION OVERVIEW

The Minneapolis-based Office Assistant provides administrative and project management support to our ministries, and is the first point of contact to those calling in or visiting the Real Resources office.

DUTIES/RESPONSIBILITIES

A. Office Support/Administration

- Serve customers, visitors and callers by creating a welcoming environment at the reception area, being proactive to screen non-staff visitors
- Answer and forward incoming calls, questions and messages
- Perform general office duties, including correspondence, processing and distributing mail
- Maintain supplies by checking stock to determine inventory levels; anticipating requirements, placing and expediting orders, verifying receipt, stocking items, delivering supplies to work stations
- Maintain staff information for external and internal correspondence and support
- Shipping and mail support such as distributing mail and important internal documents, ensuring safe delivery of small shipments, and supporting other shipping needs according to Operations team's tasks
- Organize reception area and maintain kitchen cleaning schedule
- Create, update and maintain calendar for Real Resources events, meetings, staff travel and vacation as well as communicate the meetings and events to all staff
- Update the Real Resources website and social media accounts, office television announcements, and internal Dashboard (SharePoint manager)
- Maintain equipment by completing preventive maintenance, troubleshooting failures, calling for repairs, monitoring equipment operation, monitoring and purchasing postage meter fund

B. Project Management

- Project management of large printing projects for conventions, training and student events
- Assist in supporting and planning events for staff functions, including training events, retreats, parties and other conferences or meetings
- Projects for other departments and ministries as needed, such as product/purchasing research, creating Excel spreadsheets, compiling event evaluations, organizing files, large numbers of documents (electronic and hardcopy), assembling kits and other tasks as assigned

C. Other Duties

- Additional tasks which support the overall ministry of Real Resources may be assigned



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POSITION QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Vital and growing relationship with Jesus Christ and comfortable sharing their personal faith story and expressing their faith as part of their regular job duties and responsibilities
- Commitment to the Core Purpose & Values of Real Resources
- Strong organization, detail-orientation, problem solving and multi-tasking skills
- Demonstrated aptitude in support staff functions in a ministry or business environment
- Proven project management skills with the ability to execute effectively
- Receptionist/phone skills (bilingual, fluency in Spanish is a plus)
- Outstanding communication and interpersonal skills, both verbal and written
- Positive attitude with a personable, outgoing, warm personality
- Proactive self-starter who is flexible and service-oriented
- Ability to maintain confidentiality is essential
- Intermediate knowledge of Microsoft Office applications including Word, Excel and Outlook. Microsoft Dynamics CRM and SharePoint are a plus
- Bachelor's degree and/or 2 years equivalent work experience preferred

REPORTING: The Office Assistant reports to the Operations Manager

TRAVEL: Minimal travel varies during the year and includes out of state travel as needed to attend conferences, ministry events, and staff gatherings may be required (dates determined annually/as needed).

HOURS: This position is full-time, year-round and may require limited, minimal evening and weekend hours as operational needs necessitate (but especially during travel).

COMPENSATION AND BENEFITS: Pay commensurate with Real Resources established guidelines, eligible for benefits after waiting period as defined in Employee Handbook.

CONTACT: Please submit resume, cover letter and inquiries to the Human Resources team by e-mail to hr@realresources.com.