



**POSITION TITLE: Office Support Associate**

**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 and BigStuf) in the following areas: supply management, building maintenance, administrative functions, office support, vehicles, and coverage of the front desk.

**POSITION OVERVIEW**

The Office Support Associate is the first point of contact to those calling in or visiting the Real Resources office, and completes various administrative tasks as needed throughout our ministries.

**DUTIES/RESPONSIBILITIES**

The Office Support Associate is an integral member of the Real Resources Operations Team and responsible for providing outstanding service to internal staff and external Real Resources contacts.

**A. Office Support**

- Be the "first contact" for visitors and guests of Real Resources and foster a welcoming and inclusive experience. Be proactive in ensuring a secure office environment through screening non-staff for potential safety issues.
- Answer, screen & direct incoming calls for Real Resources and our ministries
- Respond to or forward inquiries regarding Real Resources
- Perform general office duties, including processing and distributing mail and typing correspondence
- Organize mass copying projects in preparation for ministry events (i.e. YouthWorks Missions and Youth Specialties conventions, training and student events)
- Order supplies for Real Resources offices and for our ministries' project needs
- Maintain phone lists for staff, and communicate changes and updates
- Log and code incoming checks and invoices
- 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
- Updating the Real Resources website and social media accounts, office television announcements, and Dashboard (SharePoint manager)
- Arrange for office equipment servicing as needed

**B. Other Administrative Support**

- 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
- Serve as a member of the Operations Team staffing the YouthWorks information HUB during the summer

**C. Additional Tasks**

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



## MINISTRY POSITION DESCRIPTION

### 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 faith story and expression of faith as part of their regular job duties and responsibilities
- Commitment to the Core Purpose & Values of Real Resources
- Outstanding receptionist/phone skills - able to handle difficult callers and be knowledgeable of Real Resources operations
- Demonstrated aptitude in support staff functions in a ministry or business environment
- Outstanding communication and interpersonal skills, both verbal and written
- Possess a personable, outgoing, warm and courteous demeanor
- Strong organization, detail-orientation, problem solving and multi-tasking skills
- 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 and similar software
- Bachelor's degree and/or 2 years equivalent work experience preferred

**REPORTING:** The Office Support Associate reports to the Senior Office Associate

**TRAVEL:** Minimal travel varies during the year, and includes out of state travel as needed to attend conferences, ministry events, and staff gatherings. Attendance at Youth Specialties, Planet Wisdom and YouthWorks events may be required (dates determined annually).

**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](mailto:hr@realresources.com).