1301 12th Street
Modesto, CA 95352
209-521-0181

JOB DESCRIPTION

Prepared Date: April 2023
Position Title: Church Database Administrative Support
Reports To: Office Manager
Time Commitment: 32 hours weekly
Hourly Pay Range: $17 to $22 per hour

Purpose of position: This individual is responsible for providing support for our church management software (Planning Center Online – PCO), data integrity, and secondary reception support.

- ***PCO Administrative Support Duties and Responsibilities:***
  - Follow up on all email and voice mail messages in a timely manner; email and communicate details to staff and volunteers
  - PCO Calendar oversight
  - PCO Registration oversight
  - PCO Groups oversight
  - PCO Check-ins oversight
  - PCO Services oversight
  - Training - new and ongoing
  - Permissions - review and new hires
  - A&D List
  - PCO Data Integrity processes (new profiles, merging duplicates, confirming contact information, guest inactivation)
  - CPK Data Integrity processes (post-Sunday updates, new profiles, etc.)
  - PCO automated follow-up processes (owners, regular attenders, first-time guests)
  - Outside events (weddings, outside groups; including data input and interdepartmental communication)
  - Website integration with Church Center (publishing)
  - Learn and grow in the use of Planning Center Online (PCO)
  - Maintain the PCO database through profile management and data integrity
  - Work with the Office Manager to maintain, create, and implement best practices and policies for using the tools in PCO
- ***Secondary Reception Support: *These duties to be performed when the Lead Receptionist is unavailable or as needed.***
  - Open/close switchboard each day
  - Place signs on entry door for holidays, staff meetings, etc.
  - Responsible for answering and forwarding all incoming calls
  - Send messages via email, information that cannot be forwarded by phone/voicemail follow up or forwarding messages
  - Receive and forward emails from “Info” mailbox
  - Accept deliveries and emailing recipient
  - Greet and screen guests who drop in for assistance or appointments

- Provide a warm and professional environment in the reception area
- Learn the process and features of the phone, voicemail systems and door intercom system
- Monitoring outgoing mail
- Deacon Fund applications and scheduling
- Mail pick-up at post office each Monday and Wednesday morning
- Distribute mail and assist with bulk mailings
- Perform weekly/monthly proofing duties as needed
- Be knowledgeable of all events and on-going ministry details

- ***Additional Responsibilities:***
  - Continually improve in necessary skills and knowledge of the position
  - Attend all required staff meetings
  - Problem-solve with volunteer leaders/staff members to resolve conflicts or issues, as soon as they arise
  - Maintain the highest level of confidentiality
  - Hear and know difficult situations without being judgmental or emotionally involved
  - High degree of discretion dealing with confidential information whether written or verbal
  - Sensitive to the needs of people and provide a caring attitude
  - Additional responsibilities as assigned

Primary Strengths/Gifts/Talents Required:

- Proficient computer skills in Microsoft Office Suite and Adobe
- Ability to learn new software programs quickly
- Work independently and as a team (ability and willingness to work cooperatively with others, naturally motivating and encouraging others)
- Excellent organizational, creative, and administrative skills
- Multi-tasking ability and attention to detail is essential
- Operates well independently with minimal directions/supervision, as well as with a team
- Time management; ability to look ahead, project needs, and to prioritize needs well
- Strong verbal, written, and telephone communication skills with the ability to act on both a professional and personal level with people (proper English, grammar, spelling, punctuation, and vocabulary skills)
- Basic accounting skills
- Must have a contagious passion for discipleship and the spiritual disciplines, must also have a sense of humor and a strong desire to "enjoy the journey"
- Friendly and a willingness to serve while setting appropriate boundaries
- Proactively communicate support and fulfill the mission, vision, core values, purposes and goals of CrossPoint Community Church
- Maintain open and frequent communication with your supervisor, staff, and team
- Adhere to the CrossPoint Community Church Staff Core Values
- High school diploma; college education preferred

Personal Responsibilities:

Character: Live a life that increasingly reflects the character and integrity of Jesus both at work and at home (Matthew 5-7):

- We want you to love Jesus more than you love ministry. Our heart is that this would be personally played out in your life through the study of the Word, prayer, fasting, and worship. We are committed to shepherding you in this.

- The foundation of who you are is biblical humility; that your character is greater than your gifting and your humility is greater than your influence.

- In your decision-making process, you seek input from others even if you think you know the right outcome and ultimately decide based on your convictions rooted in God's Word rather than your concerns about how it may affect you.
- Active Owner (formerly referred to as Membership) at CrossPoint Community Church (attend worship services, tithe, etc.).
- Good testimony in the community.
- In heart and deed, affirm CrossPoint Community Church's statement of faith. https://cpmodesto.org/believe/
- Committed to the direction (mission, values, and beliefs) of CrossPoint Community Church as discerned by the Lead Pastor, Leadership Team, and Shepherding Team.

Competency: Maintain a work ethic and skillset to efficiently perform your responsibilities.

Chemistry: Have a personality, attitude and work habits that benefit the team and promote unified, healthy relationships.

Courage: Willing and able to take the steps necessary to live out character, competence and chemistry.

Application Procedures:
Screening for this position will begin immediately.
To apply for this position, please complete the Employment Application, and Administrative Support Survey. Please email the completed documents, including a cover letter to HR@cpmodesto.org.

Applicants must successfully complete a LiveScan fingerprinting background check; may be subject to a skills assessment, credit check, and reference check.