



Abe Brown Ministries, Inc.

Job Title	Front Desk Office Administrator		
Reports To	President, Abe Brown Ministries		
Salary Range		FLSA Status	Non-Exempt

Company Overview

Abe Brown Ministries is a non-profit, faith-based organization. We continue to establish excellence in reentry services and services to children and families broken as a result of incarceration. Helping ex-offenders establish an intimate relationship with Christ while learning life skills and the value of gainful employment gives them hope for sustaining their family as well as their occupational and financial futures. The end result is redemption, productive citizens in our communities, ultimately improving public safety and quality of life for all.

Job Purpose

The Front Desk Office Administrator serves as the ministry's first point of contact with clients and the general public by providing a warm welcome. The successful candidate will be a motivated self-starter with a professional demeanor, and will possess a positive attitude and excellent verbal, written, and interpersonal communication skills.

Responsible for gaining knowledge of the business programs and basic procedures for Abe Ministries, Inc. This role supports the entire Ministry in providing reception, secretarial, operational, clerical and administrative support in order to ensure that client customer service is provided in a courteous, effective and efficient manner. Duties include answering the phone, greeting clients and guests of the ministry, making client referrals, preparation of correspondence, and supporting the Ministry staff, as necessary.

Duties and Responsibilities

Oversee ministry-wide communication, including:

- Greet, screen and direct visitors and phone calls with a positive and helpful spirit
- Manage the phone system, including reviewing, responding, and redirecting ministry voice mail
- Be available to answer questions for those calling or coming to the office
- Communicate ministry-wide announcements, prayer requests, and other updates as needed through web-based communication channels
- Handle sensitive information in a professional manner, including community service participant information, prayer requests, etc.,
- Review, respond to, and redirect emails
- Provide clerical support for staff as needed

Perform various clerical and administrative tasks to maintain the day-to-day ABM operations, including:

- Maintain community service participant forms, service referral records, food bank issuances and processes for staff, including key and credit card requests, copying, faxing, etc.
- Distribute and manage mail, deliveries, and shipments
- Organize and maintain ministry-wide staff administrative supplies
- Assist in clerical functions including filing.
- Assist in the planning and preparation of meetings, conferences and conference telephone calls.
- Communicate with outside parties regarding copiers, network printer, and other equipment needs
- Maintain the layout, organization, and cleanliness of staff areas, including the office, kitchen, reception and other areas as needed



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- Manage and maintain ministry-wide data management systems, including member profiles, entering information, updating and printing reports, etc.
- Process and maintain attendance and other information received from ministry volunteers
- Work with and assist other staff members at the discretion of Supervisor
- Keep promotional material attractively displayed in the office, information on desk current, and daily schedules posted accordingly
- Build effective relationships with all staff and volunteers to determine their administrative needs, including requirements and timelines, and methods to overcome any barriers that may hinder completion of tasks

Support ministry-wide initiatives...

- Manage projects related to the Administrative/Office function as assigned
- Provide backup support to Abe Brown Ministries, Inc, support staff as needed
- Promote Abe Brown Ministries, Inc. programs
- Coordinate general direction of weekday operations of the ministry office
- Coordinate ministry's participation in outreach events (i.e. missions conferences, job fairs, other community events)
- Ensure that the ministry is ready to receive staff and guests
- Provide a positive impression of the ministry

Accomplish the job through...

- Strong people and customer service skills
- Strong organizational and time management skills
- Ability to assume and complete tasks with little or no supervision
- Ability to support, manage and supervise volunteers and community service participants
- Aptitude to learn other computer programs, as needed
- Experience with data entry and database programs
- Demonstrate strong written and oral communication skills; ability to follow oral and written instruction

Qualifications

- Christian experience
- ADP payroll experience is a plus
- High School Diploma or GED required.
- Associate's Degree or Bachelor's Degree (preferred)
- Previous non-profit or ministry work-related experience (2 years minimum)
- Administrative experience (4 years minimum)
- Proficiency with Microsoft Office Suite, general database.
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.
- Maintain professional appearance and comply with company dress code.
- Excellent computer, typing and data entry skills.
- Working knowledge of standard office equipment.
- Discretion; able to maintain complete confidentiality involving both clients and fellow employees.
- A positive, cheerful attitude with a heart for service.
- Dependable, professional, punctual, organized, flexible, and adaptable to administrative challenges.



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Working Conditions

General office environment. Work is generally sedentary in nature, but may require standing and walking for up to 10% of the time. Work is generally performed within the office environment, with standard office equipment available.

Physical Requirements

- Must be able to read, write and communicate fluently in English. Must have good vision and ability to lift up to 20 pounds.
- Must be able to spend long hours sitting and using office equipment and computers.
- May be required to do some light lifting of supplies and materials occasionally.

Approved by:	
Date approved:	
Reviewed:	