

ADMINISTRATIVE ASSOCIATE

Pipeline Level: Team Leader [1]

Reports To: Executive Pastor

Team WIN

Energized by RHC's *Beyond-the-Horizon* vision [2], the *Administration Team* will invest their spiritual gifts and God-given abilities to build and execute a Trellis framework of evolving, efficient, and effective processes and people committed to enthusiastically supporting the Vine work of "disciples who make disciples who make disciples".[3]

VISION FOR ROLE

As a part of the *RHC Staff Team*, the *Administrative Associate* will flexibly assist the Elders (Pastors) & Staff with crucial behind-the-scenes support using attention to detail, comfort with software applications, and excitement to see others grow as a result of diligence. Leveraging unique passions and gifts, this person will help empower the strategic vision of the church throughout the Leadership Pipeline by leading, designing, aligning, integrating, and executing administrative and technological systems, processes, approaches, and details to the benefit of many RHC stakeholders in an independent, confidential, and timely manner. Consistent with the growth dynamics of a local church, it is likely that role may change over time given the emergence of new opportunities and the development of others.

GENERAL PREREQUISITES - THE CANDIDATE MUST DEMONSTRATE THE FOLLOWING:

- The candidate is a current Member or committed to the pursuit of Membership and fulfilling RHC's Member Covenant as an example of a growing, Spirit-filled believer in Jesus Christ committed to honoring the Father.[4]
- The S.H.A.P.E. [5] of the candidate should reflect the core of the developed role.
- Given the highly sensitive nature of the information viewed, a strict confidentiality agreement must be signed as a guarantee of privacy protection.

EXPECTATIONS

Character & Traits:

- Organized & Detailed – driven to bringing detailed order to complex administrative issues.
- Effective & Impactful – able to identify, design, deploy, and execute clear processes and efficient value-laden tasks.
- Supportive & Flexible – embraces the unique value of behind-the-scenes excellence in support of a wide range of stakeholders – both within and outside RHC.

[1] Like most Leadership roles in ministry, there may be times when an employee serves at other levels within the Pipeline in order to meet needs or fulfill passions.

[2] We see a multiplication movement spreading across Greater Medford, as 755,000 people restlessly wait for the hope of Jesus. Fueled by our pursuit of God and filled with his Spirit, we will make disciples who urgently lead others from spiritual apathy to abundant life in Christ. As people taste true freedom, joy will fill living rooms, classrooms, and conference rooms. By 2030, we will see dozens of new groups and at least 3 new churches cover the map. This vision will come alive through bold prayer and action. We will impact lives from New England to the Nations. [3] See *The Trellis and The Vine* by Marshall & Payne. [4] For additional character prerequisites, see "RHC Staff Expectations". [5] S.H.A.P.E. = Spiritual Gifts, Heart (Passion), Abilities, Personality, Experiences



Leadership:

- Visionary – able to understand, communicate, and drive the underlying systems and processes so necessary to support and catalyze ministry to people – as individuals, within group, as the church, and within our communities.
- Barrier-Buster - able to remove logistical burdens or obstacles to RHC effectiveness while turning insights and data into action and results.
- Team-Builder – demonstrate passion to see the continued development of Leaders and Team Members as they use the administrative approaches, systems, and tools to execute their responsibilities.

Technical: [6]

- Experience and the ability to master administrative support tools, such as Church Management Software (Church Community Builder), Calendar & Event Management (Google), Cloud Storage (Dropbox, Google Docs), potential use of Financial Software (QuickBooks Online; SubSplash Giving) and other related approaches.
- Experience and the ability to master internal and external communication support tools, such as Electronic Mass Mail Distribution (MailChimp), Church App (Subsplash), Website Management (Wix), basic Graphical Design Skills (Canva, Adobe), Social Media Utilization (Facebook, Instagram), Team Communication Tools (Slack), and other related approaches.
- Experience and the ability to master common office software and tools, such as Microsoft Office, purchasing, printing and document compilation, and other related skills.

AREAS OF RESPONSIBILITIES: [7]

1) People Movement & Process Queues: (40%):

Objective: Be the central coordinator assisting and executing best next steps for individuals engaged at RHC.

- a) Integrate all sources of key Guest Process information (from First Time Guest to Attendee) including the compilation and reporting of Attendance & People Movement Reports, while working with all Sunday Experience stakeholders (Elders, Staff, Connections, Redemption Kids, and other Volunteers) inputting relevant info and data.
- b) Update, coordinate, develop, maintain, and execute key Process Queues (PQs) including, but not limited to, Guest management, Discipleship, New Believer, Baptism, and others central to movement and best next steps as RHC's PQ Champion. The employee may message directly, assign to another person, or ghost-write on behalf of an Elder or Leader.
- c) Drive RHC's "People Review" rhythms and process for monitored and focused "best next steps" with Elders & Staff by generating, presenting, summarizing, notating, and processing People Review reports as scheduled. Specific emphasis of People Reviews can be scheduled by Calendar or requested by an Elder.
- d) Maintain the accuracy and integrity of our People Database and Personal Profiles through careful input, regular surveillance, scheduled maintenance, and occasional reporting. When appropriate, make timely adjustments in order to ensure the usefulness for other dependent functions.
- e) Membership Processes: Execute: Member In PQs (in sync with Executive Pastor); Update: Covenant Renewal process; Execute: Member Exit PQs (in sync with Executive Pastor); Generate: Member Care Review documents for Elder Review; Organize: New Member Presentation reminders and details

[6] Based on the candidate's history of personal and technical learning achieved through self-initiative, the potential to learn one or more applications will be assessed and an individualized development plan written, if hired. [7] For detailed breakdown of tasks, see "Orientation Checklist"



2) **Calendar Management:** (20%, with significant seasonal variations):

Objective: Be the central coordinator documenting and clarifying all identified occasions expressed through RHC Calendars.

- a) Initiate, steer, and input the Annual Calendar process for the following year (typically, phased beginning in June); create foundational calendars and send out calendar reminders to all relevant stakeholders to ensure a timely RHC submission process. Store all received submissions for effective retrieval. Prep for Elder review and approval.
- b) Receive and process Calendar requests on an ongoing basis; inspect for conflicts and opportunities, ensure clarity and precision, and triage recommendations and concerns; Monitor routinely SLACK Admin-Calendar channel; communicate with all relevant stakeholders as the voice of Calendar clarity.
- c) Populate all relevant RHC Calendar locations on a timely basis including, but not limited to:
 - Google Calendar – for overall RHC coordination of leaders
 - CCB Events Calendars – including Events requiring Attendance and/or Room Reservation
 - Website Events Calendar and RHC App – for public viewing; may include the use of relevant graphics in coordination with the Communications Strategy Team.
- iv) Weekend Overview – in coordination with the Lead Pastor
- v) Planning Center Online – in coordination with the Lead Pastor & Director of Creative Arts
- d) Coordinate RHCC's Room Reservation process; coordinate the scheduling of the Cleaning Vendor.
- e) Work with the Executive Pastor to create, submit, and execute the RHC Calendar – Administration detailing key tasks, rhythms, and other administrative deliverables.

3) **Software Management:** (15%, with significant seasonal variations):

Objective: Be the central coordinator maintaining and enhancing core RHC software tools used by many stakeholders.

- a) Working intimately with the Executive Pastor, oversee RHC softwares & subscriptions; manage RHC vendors, administrative access codes and permissions, tutorial resources, and budgetary implications; update coordinating centralized worksheet.
- b) Serve as the RHC expert with our core Church Management Software (Church Community Builder):
 - People database management (15-30 min/week)
 - Groups creation/removal and management (120 min, 2x/year)
 - Process queue creation/removal and management (60 min, 2x/year)
 - Event and room reservation creation/removal management (10 min/week)
 - Form creation and management (20 min, 5x/year)
- c) Manage channels and members for RHC's key Communication Systems – internal & external (Slack, Gmail, Zoom)
- d) Oversee, manage, and maintain RHC's Cloud storage (Dropbox, Google Docs); apply standards for nomenclature, structure, and archiving.

4) **Relationship Management:** (15%):

Objective: Assist the Elders & Staff by monitoring, initiating, or triaging communication or organizational needs with some key RHC stakeholders.

a) Community-At-Large:

- Monitor, respond, triage, and maintain RHC's primary email contact with community (info@redemptionhillchurch.com) as well as inquiries received through the RHC Website/App.
- Leverage the People Movement process to identify, add, and reconcile CCB email information with Mailchimp Newsletter database; routinely run integration checks for accuracy.
- Monitor, respond, triage, and maintain RHC's primary telephone number contact with community.
- Monitor inclement weather situations; facilitate communications advising RHC stakeholders about relevant RHC changes – all communication channels available including local TV and Media.

b) RHC Staff:

- Staff Meetings, Retreats, & Hangs:
 - i) Help execute Staff Meeting with Executive Pastor; assist with logistics; communicate reminders; take notes; store efficiently.
 - ii) Organize Staff Retreat logistics with Executive Pastor; organize Pre-work; communicate reminders.
- Personnel Management:
 - i) Coordinate the Pre-Hire, Onboarding, & Offboarding process for RHC Staff and key volunteers in the Leadership Pipeline while overseeing the relevant documents coordinating those responsible for providing orientation.
 - ii) Adjust access and privileges for software and services whenever RHC Staff and key volunteers in the Leadership Pipeline are onboarded, offboarded, or have a change in function and need.
 - iii) Support any "Training Plan" for equipping users of administrative systems and processes well; Train others on administrative systems, processes, and tools as needed. For core softwares used by many RHC stakeholders, identify tutorial tools offered by vendor and incorporate into simple onboarding and ongoing training rhythms for both leaders and team participants; leverage the use of RHC's "Ministry Grid" platform, when able.
- Trimester Reviews:
 - i) Provide reminders, distribute templates, track compliance, and report to Elders (3 times per year).

c) Support RHC's Administrative Team:

- i) Support and integrate the strategy of multiple administrative Volunteers to meet the overall administrative needs of RHC and its ministries. Assist with the identification and development of volunteers willing and able to serve as Administrative Team participants capable of expanding the administrative service to RHC's many stakeholders.
- ii) Participate in the development and implementation of defined action steps throughout the strategic planning rhythm for Action Implementation Plan for Administration.
- iii) Upon request and agreement with overseeing Elder, consult and support other Team-specific AIPs exploring the improvement of their administrative systems, including Groups, Teams, & Leadership Pipeline



5) **Measures & Metrics:** (10%):

Objective: Be the central coordinator overseeing the collection and reporting of critical measures and metrics for the Elders and other key Leaders.

- a) Collect, update, and report RHC Critical Metrics dashboard monthly for review and use by Elders and other key stakeholders; may include attendance, finances, groups, teams, congregational composition, and other core Ministry Driver results.
- b) Upon request, create, collect, and report metrics in response to a key strategic question from the Elders.

TIME INVESTMENT

Typically, the Administrative Associate will serve a minimum of 10-15 hours/week on average (with seasonal adjustments based on the church calendar).

- 1) Scheduling patterns will include key RHC anchor dates, meetings, and regular deliverables. Current key scheduled anchors include:
 - Staff Meetings – monthly (10 of 12 months)
 - Staff Retreats - 2x/year (one Spring ½ Day; one Fall overnight)
 - Elder Checkpoints – Executive Pastor (1-2x/mo); Lead Pastor (1-2x/mo); Others (by appt)
 - People Reviews – 6-8/year scheduled variably
- 2) Within their roles, all RHC Staff are expected to prioritize the Sunday Experience and other major RHC strategic commitments unless prior arrangements have been discussed and approved, in advance.
- 3) This part-time position is primarily accomplished through remote work with significant flexibility for discretionary and professional time management provided all necessary deliverables and timelines are met. The candidate, in consultation with their Overseeing Elder, will craft and communicate a typical “Ideal Work Week” for the purpose predictable work patterns and synchrony with others. Accessibility and response to emerging critical needs is expected within reasonableness for all. Communication concerning the candidate’s understandable limitations on accessibility and response limitations is expected as a courtesy.^[1]
- 4) The pursuit of personal passions as a volunteer within the church, beyond defined duties, should be carefully discussed and affirmed with overseeing Elder.

COMPENSATION

- Annual candidate compensation for the 10-15 hour workweek described will be discussed during the hiring process, stated in an offer letter, and then paid bimonthly.^[8]
- There is 2 weeks pro-rated vacation (advanced approval); also pro-rated holidays per policy.
- Additionally, current “best practice” for part-time staff is to schedule a 4 hour purposeful spiritual retreat day once per Trimester as discussed with overseeing Elder.
- Availability of ministry expense reimbursement and professional expenses will be based on approved Financial Ministry Plan and Elder oversight.
- No other benefits are implied.

[8] All RHC staff budgeted roles are subject to the annual Financial Ministry Plan process. Future adjustments will be based on Elder recommendations through the FMP process.