



Office Assistant Job Description

Updated 2/22/2021

Youth Dynamics Mission Statement:

To invite and challenge youth to a lifelong adventure with Christ and His church.

Position Overview:

If you desire to serve in a Christian workplace and use your skills to help fulfill the mission of Youth Dynamics, this could be a great opportunity for you.

We are seeking to hire a part-time Office Assistant for 15-20 hours a week to help Youth Dynamics successfully fulfill our mission. In order to do this, we desire excellent customer service in serving donors, staff, and families/churches of youth in the Pacific Northwest. Working under the direction of the Office Administrator, this person will be responsible for reception, customer service, and insuring the office runs smoothly on a daily basis.

Primary Responsibilities:

1. Reception
 - a. First in rotation to answer phones
 - b. Direct calls, screen calls, take messages, etc.
 - c. Trouble-shoot issues with phone system
2. Customer Service
 - a. Donors – update information, enter recurring gifts, update recurring gifts, process one-time gifts over the phone, etc.
 - b. Families/Churches/Youth Groups – provide proper contact information for either the community staff or adventure base they are inquiring about
 - c. Staff – assist staff in any way possible
 - d. Vendors – receive packages; transfer to appropriate staff or provide alternate contact information; on-site assist with any service calls
3. Staff Newsletters
 - a. Communicating with staff about newsletters
 - b. Preparing and updating mailing lists
 - c. Proofing and printing newsletters
 - d. Running bulk mail and taking to the post office
4. Order Fulfillment
 - a. Staff Orders
 - b. Business Card Orders
 - c. Online Store Orders
5. Purchasing
 - a. Office Supplies
 - b. Cleaning Supplies
 - c. Shipping Supplies
6. Office Equipment and IT Assistance
 - a. Maintain all office equipment
 - b. Call for service when necessary

- c. Research new equipment as needed
 - d. Train staff on using equipment as needed
 - e. Act as basic IT help desk for staff
7. Filing
- a. Maintain Staff Phone List
 - b. Assist with archiving at year-end
 - c. Maintain archive record
 - d. Arrange for annual shredding
8. Meetings
- a. Schedule bi-monthly Support Services Staff Meeting, if meeting is via Zoom manage the meeting through the Zoom platform, and assist President in preparing any necessary documents
 - b. Attend monthly All-Staff Meeting
 - c. Assist with planning and implementing annual Staff Conference
 - d. Assist with planning and implementing Staff Getaway/Retreat every other year
9. Other duties as assigned

Preferred Knowledge, Skills and Abilities:

- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine, calculator)
- Knowledge in using a database from basic data entry to running reports
- Ability to organize and manage multiple tasks
- Ability to trouble-shoot basic IT and computer issues
- Working knowledge of Zoom and other meeting platforms

Job Requirements:

- A high school diploma and 3 or more years of office or customer service experience (preferred)
- Excellent verbal and written communication skills

Competencies and Qualifications:

1. Active and growing relationship with Christ
2. Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational, and experiential backgrounds
3. Attention to detail
4. Excellent at time management and meeting deadlines
5. Work independently and within a team, with initiative, yet accept direction

Job Type: Part-time, 16 hours per week, Monday-Thursday 10 am -2 pm

Salary: \$13.69/hour

To Apply:

Please send in your resume and with a cover letter summarizing your qualifications, what you bring to this position, why you want to work for Youth Dynamics and fill out an application found on our website: yd.org. Reply by email to hr@yd.org.