



KNOX AREA RESCUE MINISTRIES

Restoring Lives In Jesus' Name

Staff Ministry Position Description

Position Title: Administrative Assistant – Serenity Shelter
Department: Programs
Reports To: Director-Serenity Shelter
Direct Reports: N/A
Status: May be placed as part- or full-time; nonexempt

Summary:

The Administrative Assistant provides highly effective, accurate, and confidential administrative support to the Director-Serenity Shelter and others as assigned and in accordance with KARM's purpose and policies.

Duties:

- Assist the Director of Serenity in all activities relating to the daily operations of Serenity.
- Schedules Serenity activities and maintains and disseminates daily/weekly/monthly calendars for Serenity and Director.
- Takes accurate division/team meeting minutes, transcribes and disseminates in a timely fashion.
- Communicates effectively with Director, team members, clients, volunteers and other staff members.
- Maintains confidentiality of all client and employee data in accordance with established procedures.
- Appropriately represents KARM and Serenity to clients, volunteers, Board Members, donors and the general public.
- Receives and handles telephone calls for Director; exhibits sound judgment in determining dispatch of non-routine calls.
- Produces accurate reports, correspondence and other documents from written drafts or dictation.
- Orders supplies and maintains accurate records as approved by Director and in accordance with established procedures.
- Assists members of other teams as requested by Director.
- Performs other essential duties as requested by Director.

Requirements:

- Commitment to Christian faith required; spiritually mature
- Commitment to KARM's mission and agreement with our statement of faith and guiding values
- Demonstrated ability to handle confidential information according to established procedures
- Sound verbal and written communication skills
- Ability to make and return calls to potential clients, volunteers, community agencies, and other individuals and companies
- Demonstrated organizational skills and sound interpersonal skills
- Self-starter, able to work with little direct supervision

- Ability to work collaboratively in a team environment and function as a positive team member
- Demonstrated competency in meeting deadlines and accomplishing departmental objectives
- Demonstrated efficiency and accuracy in general office skills and organization of details, including telephone skills, taking minutes, dictation, and scheduling.
- Must be outgoing, high-energy and able to multi-task
- Ability to use computer, Internet, HMIS, and all Microsoft applications with high degree of skill and accuracy
- Two-three years experience working in setting(s) requiring effective handling of confidential information and efficient use of technology
- Associates degree or equivalent education and experience

Working Conditions:

- Office setting on KARM / Serenity maintained property
- Occasional exposure to potentially stressful client situations
- Frequent local travel to various KARM / Serenity facilities and other locations
- Required attendance at major KARM / Serenity events or functions