

Job Title:	Administrative Support Specialist	Department	Administration
Status:	Full Time – Hourly (30-40 hours/week)	HR Revision Date (Date/Initial):	05/23/2022 (LG)
Manager Report:	Chief Operating Officer		

About the Organization

Inspiration Ministries (IM) is a faith-based provider of services and programming for adults with disabilities located near beautiful Lake Geneva, Wisconsin. IM stands out from other residences because of our warm, loving, family environment and Christ-centered vision. All our residents are treated with dignity and respect by a staff that is passionate about seeing each person grow in his or her highest level of independence.

Mission Statement

“Helping people with disabilities **THRIVE** in Christ-centered community.”

Core Values

- ✓ We believe in the authority of God’s Word
- ✓ We believe Jesus Christ is central to all we do
- ✓ We believe in the value of every person, no matter their ability
- ✓ We believe in humble service
- ✓ We believe in helping people achieve their very best
- ✓ We believe in transparency and integrity in all we do

STARS Standard

Inspiration Ministries’ employees agree to a high standard of conduct as defined by our STARS standards:

- **Servant** – One who is Christ-like, humble, helpful, committed and empathetic.
- **Team** – One who draws people together, unifies, encourages shared ideas, and fosters open communication.
- **Achiever** – One who is loyal to the mission and goes above and beyond to achieve goals that move the ministry forward.
- **Respect** – One who is kind, patient, and affirms the value of others while being open and approachable.
- **Skilled** – One who uses their knowledge, gifts, skills, and expertise to perform their job exceptionally, is teachable, and continually pursues professional growth.

Transportation Associate

The Administrative Support Specialist provides direct support to the administrative and management offices at Inspiration Ministries, is responsible for answering and fielding phone calls, greeting visitors, and providing an overall welcoming environment. The Administrative Support Specialist reports to the Chief Operating Officer.

Position Responsibilities

Primary Responsibilities

1. **Administrative Office Support:**

- Answer phone calls in a professional manner, forwarding and routing calls as necessary.
- Greet incoming visitors, instructing them to follow current sign-in policy and procedures according to COVID protocols.
 - Visitors requesting to see a staff member should remain in the lobby and the staff member should be notified and come out to the lobby to receive the visitor.
- Sort incoming mail and packages:
 - Resident mail and packages are delivered to Resident Services to be distributed to residents.
 - Sort and distribute staff mail.
 - Receive and distribute delivery service (e.g., FedEx, UPS) packages accordingly.
- Serve as backup data entry staff for IM's donor database, Raiser's Edge NXT, entering gifts and constituent information as directed by the Office Manager.
- Office support projects:
 - Provide office project support for staff as submitted through the online work request form on the IM intranet.
 - Note the date of completion and time spent for each project submitted.
 - At the beginning of each month, submit the total hours spent on projects to the Office Manager via email. Total hours will be reported on the IM Scorecard.
- Maintain and manage supply room inventory, informing Accounting Specialist when items need to be ordered to replenish the supply.
- Monitor security cameras located at reception desk and report any concerns or suspicious activity to the IM President or HR Manager.
- Submit work requests to Maintenance, using the intranet submission form, as requested by staff and residents.
- Maintain room reservations calendar for IM meeting rooms (including Family Room and Administrative Office Conference Room). Post daily calendar of conference room reservations on conference room door.
- Maintain and update staff and resident phone and room directories as necessary.
- Monthly lunch punch card:
 - Full-time and part-time staff are allocated free meals each month (5 for PT, 10 for FT).
 - Administrative Support Specialist distributes punch cards to staff upon request and maintains monthly log of punch cards that are signed out to staff.

2. **Resident Services Support:**

- Petty Cash:
 - Cash checks (\$10.00 and under) for residents, monitoring the denomination of bills and amount of change.
 - Checks over \$10.00 and large bills are submitted to the Accounting Specialist before Friday, when the bank bag deposit is scheduled to be brought to the bank in Lake Geneva. Complete the petty cash denomination form to inform the bank of your request for bills and/or coins.
- Manage and maintain resident cash folders, distributing cash to residents upon request, and documenting the transactions in the ECP database daily.
- Manage and maintain resident check books (Note: A lock box containing check books will be stored in the Administrative Support Specialist office; monthly balancing of check books will be the responsibility of the Accounting Department).
- Distribute resident mail daily and issue stamps and stamp books purchased by residents (Note: Resident mail folders will be stored in the Administrative Support Specialist office). Packages from delivery services (UPS, FedEx, etc.) will be delivered to Administrative Office entrance and the Administrative Support Specialist will be notified if there are packages that need to be delivered to residents.
- Allocate and provide quarters to residents who do their own laundry. Quarter allocation will be maintained and stored in the Administrative Support Specialist office.

- **This job description is not intended to be all inclusive. Therefore, the employee may be requested to perform other reasonable duties as assigned by the immediate supervisor or other management as required. Inspiration Ministries reserves the right to revise or change job duties as business requirements dictate. It is mutually agreed the job description does not constitute a written or implied contract of employment. It is also understood the company reserves the right to change work schedules as required, including overtime.*

Minor Responsibilities

- Maintain the confidentiality of residents, families, colleagues and other sensitive situations within the organization.
- As necessary, participate in and provide input for IM committees, task forces, etc.
- As necessary, participation in Inspiration Ministries' Development events.

Wage Information

- Average Number of Hours: 30-40 hours
- Status: Hourly (non-exempt FSLA)
- Rate: \$15.00+ per hour

Skills and Qualifications

- Strong phone and communication skills
- Comfortable multi-tasking and prioritizing tasks with minimal guidance
- Proficiency with Microsoft Office applications
- Demonstrated ability to read, write, and speak English
- Excellent interpersonal skills
- Strong organizational skills
- Punctual, with a strong, positive attendance history
- Valid U.S. driver's license

Education

- High-school diploma (some relevant technical school course work preferred)
- Years of Experience: 2-3 years of experience in a relevant office environment preferred.