

# CROSSROADS

**Job Title:** Administrative Director

**Reports to:** Rebecca Freiburghaus, Operations Director

**Classification:** Non-Exempt, Full Time (40 hours)

**Primary Purpose:** The Administrative Director plays an integral role in the hospitality and systems of our organization and should strive to make the office a warm and welcoming environment. The Administrative Director ensures smooth office operations and provides essential support to ministry leaders and church programs. The Administrative Director will serve in alignment with the mission and vision of Crossroads Church.

## **Vision Statement**

*To see our valley awakened and transformed by the love of God.*

## **Mission Statement**

*To equip and mobilize people to live the life and mission of Jesus.*

## **Primary Job Responsibilities:**

### **Office Administration**

1. **Front Office Management:** Provide a consistent, welcoming presence in the church office during regular hours, fostering an atmosphere of hospitality and care. Oversee and equip the Front Office Ministry Partner team as the first point of contact for visitors and inquiries, including greeting guests, answering questions or connecting them with the appropriate team member, managing mail and phone communications, and ensuring the office runs smoothly and efficiently.
2. **Church and Facility Calendar Management:** Coordinate and schedule meetings, events, and facility use in the Planning Center calendar database. Partner with Ministry Leaders, the Operations Team, and resource teams to ensure accurate details, effective implementation, and thorough follow-through.
3. **Background Checks:** Oversee the process for completing and renewing Background Checks, including related workflows in Planning Center, to ensure all required checks are kept current and renewed on time.
4. **Communication & Coordination:** Coordinate communication between church staff, Ministry Partners (volunteers), and church members. Provide support to ministry leaders by coordinating and assisting with clerical tasks—such as printing handouts, preparing materials, and ordering office supplies—by mobilizing and guiding the team responsible for these weekly duties. Maintain and regularly update the public-facing portions of the church website to ensure accurate and current information.
5. **Document Management:** Ensure proper filing, organization, and maintenance of church records (physical and electronic), including database entries, sensitive documents, and workflow-related follow-up and correspondence.

### **Technology Support & Oversight**

1. **Hire and oversee IT Vendor(s):** Coordinate with external vendors for services, such as internet providers, website hosting, IT needs, hardware maintenance, and security protocols.
2. **Printer Support:** Coordinate printer maintenance, user training, and support for staff and

Ministry Partners' daily printing needs.

3. **Software Management:** Assist with maintaining any church management software (e.g., Google Workspace, Microsoft Office, Planning Center, Leadr), ensuring that all staff members have access to and are trained on necessary tools. Provide technical support and training to church staff and Ministry Partners on various systems, including office software, church management software, and equipment.
4. **Equipment Inventory:** Manage and maintain the church's IT device inventory (computers, printers, phones, etc.), and work with vendors to ensure all equipment is operational and up-to-date.

#### **Additional Responsibilities:**

1. **Budget & Procurement:** Assist with the budget planning process for office supplies and IT-related purchases, ensuring cost-effective procurement of necessary equipment and services.
2. **Emergency Support:** Be available to handle IT emergencies or office disruptions, providing timely support during services or critical events.
3. **Other Duties as Assigned:** Perform additional administrative tasks as directed by the church leadership as time allows.

#### **Ministry of Presence: Worship/Church Body Responsibilities**

- Attend and support church-wide events and ministry-specific events.
- Attend weekly All-Team Meetings.

#### **Champion Crossroads' Care & Compassion Vision, Culture, & Strategy**

- Cultivate a culture of care, compassion, and prayer that is persistently practiced throughout the Crossroads church body.
- Be a person of refuge who delivers the proper care to the right people in a sensitive and compassionate manner.
- Implement and follow Crossroads' culture guide.

#### **Attributes:**

- Honor - Live a life that honors the Lord and one another
- Honest - Living and leading with honesty and in authentic harmony
- Humble - Being a learner - Curious, and extending charitable judgment to others
- Hungry - Desire to get the job done well - working enthusiastically unto the Lord
- Positive Attitude - Always look for opportunities in every situation.
- Fun/enjoyable - Strive to maintain a sense of joy in all things.
- Share the vision of Crossroads to fulfill the Great Commission with integrity and passion.
- Highly self-motivated and directed - Not afraid to try and figure things out or bring a solution.
- Prioritize - Ability to effectively prioritize and execute tasks in a high-pressure environment.

#### **Team Connections:**

- Consistent contact with the Operations Director and Operations Team.
- Weekly team meetings to encourage and disciple the team.
- Willingness to be disciplined by someone within Crossroads Church.