

# Green Lake Conference Center Job Description

Position: Administrative Assistant

Job Class: Part time, Hourly (28 hours a week, Board meetings and special events will require flexibility in hours to meet the need)

## Essential duties and responsibilities:

1. Assist the President and Vice Presidents with administrative duties as follows:
  - Assist the President by handling office responsibilities including phone, mail and correspondence
  - Be present in the office to connect with those wishing to contact the President or Vice Presidents when they are out of the office
  - Make preparations for Board of Directors meetings including notices, travel plans, meeting facilities, housing, meal functions, preparation of meeting materials, communication with directors, taking and preparation of minutes
  - Serve as conference coordinator for GLCC sponsored or co-sponsored events originated by the President
  - Provide creative thinking and execution for appreciation/sympathy/etc. opportunities with key constituents
  - Maintain homeowner records and coordinate annual billing
  - Schedule, coordinate or assist with staff events i.e. coffees, luncheons, picnics, training sessions, employee recognition event
  - Prepare and maintain listing of staff housing, rental rates and agreements
  - Manage the L'Abri house reservation process, with skilled caring screening so that the stays fulfill the mission without abuse of our generosity
  - Maintain and order office supplies as needed
  - Perform other duties as assigned
2. Assist in building relationships with donors:
  - Master Salesforce database software for financial and volunteer donor development. Run reports and maintain database to ensure that records are up to date, clean and can be used for maximum impact. Ensure records are kept up to date in terms of contact information, deaths, marriages and so on.
  - Connect prospective donors (financial or volunteer) with the President or VP of Development
  - Assist in the management and growth of the Salesforce database
  - Prepare donor contribution acknowledgement letters
  - Extract data, format and execute the donor appeal mailings, including all postal service cleaning and prep work, handle returned mail and update Salesforce accordingly
  - Create and maintain a donor birthday card program
  - Handle Memory Lane plaque purchases, placement and plaque ordering, keeping the VP of Development fully informed in the process
  - Work with the VP of Development to add work group and summer volunteer participants to Salesforce
3. Assist the President and Vice Presidents with administrative duties relating to sales initiatives as follows:
  - Assist in contract storage
  - File and compile group leader and guest satisfaction data to include constant streamlining of the process and leveraging electronic mediums
  - Assist in creating reports or Powerpoint presentations on room income trends, customer satisfaction trends and other data as needed

- Research churches and other faith based groups as potential leads for sales personnel to contact
- Pursue named accounts for sales personnel to contact

Core responsibilities of every staff member:

- Effective performance of work assigned and the maximum effort in carrying out our common objective
- Be a strong team player with a positive attitude that cooperates with others internally and externally to better accomplish the mission
- Accept leadership and self-discipline as vital to consistent group effort
- Contribute thought, interest, and suggestions for the better performance of work and the improvement of staff relations

Qualifications include:

- Bachelor's degree in related field preferred
- Experience with Salesforce a plus
- Computer skills including Microsoft Office and mail merge functions
- Experience with event planning and creating a warm hospitality feel to hosted events and meetings
- Able to work independently, make decisions and take initiative
- Requires a high degree of poise, tact, sensitivity and confidentiality in dealing with people throughout the organization and outside of the organization
- Excellent administrative and organizational skills as well as interpersonal and verbal communication skills
- Excellent writing and editing skills
- Strong project management skills

Green Lake Conference Center is a beautiful conference and leadership training center. In addition to offering transformational conferences for pastors, ministry leaders, youth, adults and families, the Center also hosts retreats and conferences planned by other Christian groups and organizations, universities, schools, and nonprofit companies. We are a favorite location for family reunions and vacationers. We offer great space for groups of up to 1,000. Our 60,000 square feet of meeting space and full dining and banquet food service provide many options to meet conference needs.