

POSITION DESCRIPTION

Position Title: Administration & Receptionist
Employment Type: Full-Time
Approved By: Robert Goodridge, Director of Business & Finance

POSITION OBJECTIVE

Provide excellent administrative support for the CMS Victoria team as we work together towards our vision to see A World That Knows Jesus.

KEY RESPONSIBILITIES

Finance & Reception

- Answering phones and emails promptly, greeting visitors to the office
- Donation processing, receipting, and reporting for CMS Vic and CMS Tas
- Maintain member data on all online platforms including our primary database, Salesforce
- Develop or improve processes to continuously improve the administration of CMS Victoria
- Ad-hoc administration tasks as required by the Administration Manager

Communications

- Facilitate monthly (physical) mailing including publication preparation and mail merge
- Liaise with the Post office
- Help to manage digital communications from missionaries and CMS Victoria and maintain email lists of supporters
- Prepare and send deputation/partnership packs for link churches

SELECTION CRITERIA – QUALITIES AND CAPABILITIES

Essential

- *A commitment to CMS' Vision and Values*
- *A warm manner and strong interpersonal skills*
- *Strong Experience (2-3 years) in Reception/Customer Service and/or Administration*
- *Excellent computer skills, especially in Microsoft 365, particularly Word and Excel (including mail merge)*
- *Capacity to adapt to changing circumstances*
- *Excellent communication skills and a capacity to work with a high degree of accuracy*
- *Highly organised, able to manage numerous projects simultaneously and meet deadlines*

- *Ability to work autonomously and as part of a team*
- *Experience in managing competing demands in a work setting*
- *High levels of self-motivation and initiative*

Desired

- *Experience with Salesforce*

Accountability: The position reports directly to the Administration Manager

Performance Review: The position is subject to annual performance reviews to be conducted by Administration Manager

Relationships: The incumbent will work closely across the whole of the CMS Victoria staff team. Key relationships include staff members in the events, partnership support and communications teams.

An ability to cultivate, foster and maintain positive and productive relationships with all other CMS Victoria staff, volunteers, missionaries and members/supporters and staff from other CMS branches, CMSA and external ministry partners are a vitally important part of this role.