

## **MISSION OF WHITE HORSE INN:**

We believe each generation must rediscover and apply the gospel to their own time. Our mission is to help Christians “know what they believe and why they believe it” through conversational theology. The conversations take place in talk show, magazine, event, book, blog and social media formats.

Come and join our fun and talented team at the White Horse Inn and help us get the gospel out!

## **JOB DESCRIPTION**

<b>Job Title:</b>	Administrative Support Assistant
<b>Reports To:</b>	WHI Controller
<b>FLSA Status:</b>	Full-time, Non-exempt
<b>Work Hours:</b>	Monday-Friday, 8:00 a.m. – 4:30 p.m.
<b>Location:</b>	WHI Office on the campus of Westminster Seminary California in Escondido, CA
<b>Compensation:</b>	\$14.00/hr. with benefits

**Position Summary:** Provides administrative support to busy office with day-to-day activities regarding phone duty, information processing, donor and marketing administration, mail, office supplies, and other office related functions.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Contribution Data Entry:
  - Daily receive donor contributions
  - Weekly enter and allocate contribution information to database for Controller
  - Process contribution acknowledgments
- Donor Mailings:
  - Daily check donations and enter into database
  - Weekly create inaugural welcome kit for new donors and process for mail
  - Enter donor activities into database
- Fulfill requests from websites in a timely manner:
  - Daily receive & enter requests from websites to donor database
  - Gather and ship requested material within 2-3 days

- Phones:
  - Provide phone & basic IT support and resolve constituent requests on database
- Regular Donor Administration:
  - 4-6 times a year, fulfill administrative tasks for Donor Development Manager
  - Prepare correspondence and materials to ship to regular donors
  - Inventory management in office and off-site storage. Initiate and maintain a running inventory of all content, shipping supplies, and stationery.
  - Coordinate with Marketing Director for purchases
- Mail:
  - Before 2:00 p.m. – Deliver outgoing mail to mailroom
  - After 2:00 p.m. - Retrieve all incoming mail and deliver designated mail items to recipients and process returned mail
- Misc. Development/Marketing Fulfillment:
  - Provide support to Development/Fulfillment Coordinator for Reformer book fulfillment and other projects, as needed
  - Provide support to Donor Development Manager and Marketing Director, as needed
- General Clerical Duties:
  - Complete monthly WHI office expense report
  - Multiple filing responsibilities for Controller
  - Attend weekly meeting with Donor Development Manager
  - Office supplies: Maintaining supplies of office essentials, running necessary errands and placing online orders for supplies. Keep track of ink and toner levels for the two printers.
  - “Kitchen” Responsibilities: Maintain inventory for office kitchen. Keep fridge, small appliances and counters tidy.
  - Open/Close WHI Office: Set/Deactivate alarm, Unlock/Lock all office doors, Turn on/off lights and AC/Heating.

**To perform the job successfully, an individual should demonstrate the following competencies:**

Organizational Support – Follows detailed policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; Very strong computer skills and ability to learn new software; Possess a strong attention to detail. Benefits organization through outside activities; supports affirmative action and respects diversity.

Professionalism – Able to interface with the public with respect and consideration regardless of their status or position; Reacts well under pressure; Maintains a high-level of confidentiality; Accepts responsibility for own actions; Follows through on commitments.

Adaptability - Adapts to changes in the work environment; manages and prioritizes competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events. Able to work independently with little oversight and a team player.

Communications – Can communicate with professionalism in verbal and written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Customer Service – Provide high-level of customer service; Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience - Associate's degree (A. A.) or equivalent from a two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Ability - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills - Proficient using the latest versions of Microsoft Word, Excel, PowerPoint, Access, and mail merges; email and web searches. Able to type 45 wpm.

Supervisory Responsibilities - This position has no supervisory responsibilities.

Work Environment - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position is located in an office environment. The noise level in the work environment is usually moderate.

Physical Demands - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift up to 25 pounds.
- Must be able to remain in a sitting / stationary position for more than 50% off the time.
- Constantly operates a computer.

**Please email your resume and letter of interest to Leslie Wilson: [lwilson@whitehorseinn.org](mailto:lwilson@whitehorseinn.org) or email for more information.**

White Horse Inn ([www.whitehorseinn.org](http://www.whitehorseinn.org)) is a multimedia catalyst for reformation. We believe that each generation must rediscover and apply the gospel to their own time. We long to see a second reformation take hold of our churches and return them to the God-honoring, Christ-centered, Spirit-wrought places of worship they should be. Over the past twenty years, we've grown more hopeful that such a reformation is possible. So, we're putting our time and resources to work toward one. Our mission is to help Christians "know what they believe and why they believe it" through conversational theology. The conversations take place in talk show, magazine, event, book, blog and social media formats. Our vision is to see a modern reformation in our churches through a rediscovery of God, the gospel, and the classic Christian confessions proclaimed during the sixteenth-century Reformation. More than just a talk show and a magazine, White Horse Inn is a conversation for reformation. C. S. Lewis famously remarked that "mere Christianity" is like a hallway. In this hallway, real conversations between Christians of different convictions can begin and develop over time as we emerge from these various rooms to speak of Christ and his gospel to one another. For twenty years, White Horse Inn has hosted this conversation both on the radio (White Horse Inn) and in print (Modern Reformation) in the spirit of that great hallway of "mere Christianity," bringing the rich resources of the Reformation to bear on American evangelicalism.