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| Position Title: | Program and Communications Support Associate | **Date:** | **3/14/24** |
| **Ministry Area:** | **EDO Office** | **Ministry Office:** | **Stony Point Center** |
| **Reports To:** | **Director of Camp and Retreat Ministries** | **Position Code:** | **Full-time, Exempt** |
| **Salary:** | **$40,000-45,000** |  |  |

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| **Position Purpose:** Support the programmatic and communications need of a rapidly expanding series of online and in-person experiences. |
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| **Roles and Responsibilities (list in order of priority):** |
| 1. Support director of programs in all levels of program/retreat/event development and implementation. 2. Serve as the first contact for event registration. 3. Support administration of events such as executing leader contracts, tracking registration and finances, creating reports by working with other SPC staff. 4. Administer event materials including schedules, registration, staffing, marketing collateral, supplies and technology. 5. Support communications through social media, website updates, email, and print in collaboration with the Associate Director for marketing and Communications. 6. Participate as part of the on-call for guests after-hours rotation. 7. Interact with guests and staff to present Stony Point Center in a positive and hospitable way. 8. Ensure phones are answered in a timely manner and with accurate information—including basic reservations questions. 9. Conduct smooth check-in and check-out with guest groups, including managing keys. 10. See in-person guest group inquiries through to resolution--must have tenacity, creativity and resourcefulness to solve the myriad of concerns presented throughout the shift. 11. Ensure a neat, organized and clean environment throughout our main building’s shared spaces. 12. Make sure opening and closing procedures are followed. Communicate any unfinished matters to next shift. 13. Help out other departments as needed. 14. Administrative tasks as assigned by Directors and Associate Director. |

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| **Essential Position Requirements:** | |
| **Education** | * **Minimum of high school diploma (or equivalent), associate or bachelor’s degree preferred** |
| **Experience** | * 1-3 years’ experience in a similar position * Demonstrated computer skills—especially word and excel |
| **Required Skills** | * Must be well-spoken, as well as sensitive to guest & staff needs. * Able to understand, create and execute effective plans. * Outgoing, friendly. * Great attention to detail. * Ability to be flexible and stay calm during busy times. * Works well with others. * Embraces diversity. |
| **Helpful Skills** | * Proficiency in both English and Spanish language is very helpful |
| **Required Competencies** | * Even-tempered, self-motivated, and supportive. * Strong collaborative spirit. * Able to work without direction. * Can work in a fast-paced and high-pressure environment. * Deep understanding of and commitment to cultural and racial ethnic inclusiveness. Values diverse groups, ethnicities, gender-expressions, communities, cultural constituencies, and points of view. |
| **Physical Requirements** | * Lift carry objects weighing up to 50 lbs at times. Climb. Balance. Stoop. Kneel. Crouch. Crawl. Reach. Handle. Touch. Feel. Hear. See. * Work both inside and outside; bulk of work is performed at front desk. * Hours may include some weekends and evenings. |
| **Housing** | * On-site housing required. |
| **Benefits** | * Includes participation in the Board of Pensions health plan and pension plans. |

*This position description is intended to describe the general roles and nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. All positions are subject to changes and modifications as needed.*

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| **Incumbent Employee:** |

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| **Approval** | | |
| Manager |  | Date |
| Director |  | Date |

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| **Human Resources** |

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| Exempt  Non-Exempt | Full-Time  Part-Time | Regular  Temporary  Term Contract | Interim  Elected/Confirmed |

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| HR Review by |  | Date |

*I have received a copy of this position description and have discussed the roles and responsibilities with my manager.*

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| Employee |  | Date |