



Mercy Ministry Corporation
Position Description
Mercy Center Auburn
Administrative Assistant

Location: Mercy Center Auburn
Position: Administrative Assistant
Reports to: Executive Director
FLSA Status: Non-Exempt

Original Date: March 14, 2025

General Description: The Administrative Assistant is an integral position that supports the work of Mercy Center Auburn by providing administrative and organization support to the Executive Director, Program Director, and Hospitality and Office Coordinator. Occasional evening and weekend hours as needed.

The services will be provided with a spirit of hospitality and compassion that embodies the charism of the Sisters of Mercy and under all Mercy Ministry Corporation policies and procedures.

Sustained and inspired by their relationship with God and one another, the mission of the Sisters of Mercy is to respond with vision and compassion to the needs of people who are poor, sick, and uneducated. This mission serves as a motivational force in the day-to-day activities of the employees of the Mercy Ministry Corporation as we extend compassion and mercy to others, practice and encourage social justice, and strive to live mercifully.

Executive Support:

- Schedules meetings, appointments, and coordinates Zoom or in-person meetings.
- Prepares correspondence, invoices, and reports as needed.
- Assists in preparing materials for meetings, including agendas and meeting spaces.
- Other responsibilities as directed by the Executive Director.



Office Support:

- Prepare directional, meeting space, and retreat signage.
- Provide front desk reception support, including answering phone calls, sorting and distributing incoming and outgoing mail.
- Supports the process of accounts payable (AP) for registration fees, facility use, private retreats, spiritual direction, donations, and gift shop.
- Supports the process of marketing communications, campaign materials, newsletters, and social media posts that promote the organization's programs and mission.

Retreat Registration Support:

- Back up support for all Retreat Manager functions.
- Supports Hospitality and Office Coordinator with processing online and paper registrations, confirmations, and payments for retreat guests.
- Send confirmation letters and payment requests via email or mail.
- Follow up on outstanding payments to ensure final balances are received before retreat deadlines.
- Assign and track door security badges for day-use guests.

Retreat Program Support:

- Support retreats by making copies, creating nametags, and other pre-retreat duties.
- Other responsibilities as directed by the Program Director.

Gift Shop & Financial Processing

- Process gift shop sales and credit card transactions.
- Count and log in cash payments.

Education:

Mercy Ministry Corporation
101 Mercy Drive, Belmont, NC 28012
t 704.755.2002 f 704.829.5267



- Associate's degree in business administration, management, or a related field, or equivalent combination of related education and/or experience and training that provides the required knowledge, skills and abilities.

Qualifications, Knowledge and Skills Required:

- Previous experience as administrative coordinator, administrative assistant, or related.
- Proficiency with Microsoft Office Suite (to include Outlook, Word, Excel, PowerPoint, Teams and Publisher).
- Project Management experience.
- Ability to multi-task while maintaining excellent attention to detail.
- Demonstrates initiative and able to work independently.
- Excellent organizational and time management skills.
- Service and team orientation.
- Demonstrates personal integrity and commitment to ethical principles.
- Ability to work with Hispanic communities and people who speak English as a second language (Spanish speaker preferred).

AMERICANS WITH DISABILITY SPECIFICATIONS

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 qualified individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally required to stand; walk, sit; speak; hear; use hands to handle objects. The employee may be required to occasionally bend, stoop, twist and/or lift and carry up to 20 lbs.,



- The employee will be required to operate office equipment such as computers, telephones, and work with manual filing systems.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedures, and manuals. Ability to speak effectively with other employees, members, and supervisors.

Work Environment

The work environment characteristics 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 qualified individuals with disabilities to perform the essential functions.

- Work is performed in an office environment.

I have reviewed and understood the essential functions of this job description in a safe manner and in accordance with established procedures. I further acknowledge that this job description is a general description of the duties of this position, and my supervisor may require changes in responsibilities from time to time. I understand that my employment is at-will and thereby understand that my employment may be terminated at-will either by the facility or myself, and that such termination can be made with or without notice.

1. Employee Name

Date

2. Supervisor/Manager Name

Date



Please check one box:

I can perform each function without accommodation.

I require the following accommodations to do all required functions: