



CROSSOVER COMMUNITY IMPACT (CCI)

Job Title: Administrative Specialist

Reports to: Director of Operations

Status and Compensation: Full-time or part-time employee with compensation between \$16.30/hr-\$20.29/hr based on the Crossover Salary Schedule.

Position Summary: The Administrative Specialist is responsible for screening visitors during school hours for proper entry into the community center, greeting members, students and guests in a friendly and professional manner, answering/transferring phone calls & questions, solving issues, assisting in membership enrollments and performing administrative duties as needed.

Minimum Qualifications/Job Requirements:

- Resident or willing to move to north Tulsa (if employed full-time).
- Familiarity and appreciation for the vision and mission of Crossover Community Impact (CCI).
- Familiarity with the population and community served by CCI.
- Displays a strong personal faith in Jesus Christ that can impact his/her customers.
- Knowledgeable regarding the programs and services available at the community center.
- Highly motivated, well-organized, and detail-oriented and able to manage multiple responsibilities in a fast-paced environment, while maintaining a high degree of professionalism.
- Good communication skills and the ability to work well with others and independently.
- Knowledge and implementation of relevant technology (including the membership tracking system).
- Capable of meeting the physical and mental demands of the position, including prolonged periods of sitting, standing and guiding community members through the facility.
- Current CPR/AED/First Aid Certification.
- Member in good standing of a church whose statement of faith is in alignment with Crossover Bible Church's statement of faith.

Essential Functions:

- Works in a way that fulfills the church-based mission of CCI which includes seeing "our community restored through making disciples while loving and serving our neighbors."
- Kindly and professionally screen individuals prior to their entry of the facility for security purposes during school hours.
- Provides outstanding customer service using members name, establishes and maintains professional relationships with staff and encourages participation in community center programming.

- Handles front desk activities including answering phones, taking messages, transferring calls and checking-in members.
- Ensures the front desk is clean, maintained and organized at all times.
- Enrolls new members in the membership tracking system, processes dues and monthly membership fees, and collects fees for guests.
- Explains and enforces safety rules, regulations and policies governing the use of the community center.
- Takes prospective members on tours of the facility
- Ability to respond quickly and appropriately to emergency situations
- Responsible for performing other duties as required to assist CCI in achieving its mission.

Organizational Planning and Management

- Participates in regular organizational and departmental meetings, training and workshops.
- Record and report statistical information related to community center memberships.
- Represent and promote Crossover's programming.