

GORDON CONWELL

THEOLOGICAL SEMINARY

Title: Administrative Assistant, Gordon-Conwell (Ockenga) Institute
Reports to: Executive Director, Gordon-Conwell (Ockenga) Institute
Location: South Hamilton, MA
Status: Full time (37.5 hours per week)

Overview

Gordon-Conwell is a multi-denominational evangelical Protestant graduate school, unique with its broad array of over 2100 students and 200 faculty and staff from 98 denominations and 55 countries. Our four campuses include a residential model of education at South Hamilton, MA (our main campus); an urban context offering classes in five languages in downtown Boston, MA; adult educational models in both our Charlotte, NC campus and our offerings in Jacksonville, FL; and cohort models involving students from around the world.

Our mission is to prepare men and women for ministry at home and abroad. Rooted in the gospel and God's Word, the seminary seeks to develop Christian leaders who are thoughtful, globally aware, spiritually mature and ready for a broad array of ministries. While being historically orthodox and evangelical, we seek to address the issues of our times with both relevance to the culture and faithfulness to Christ and God's truthful Word.

The Gordon-Conwell (Ockenga) Institute supports GCTS by extending that mission to lay leaders and learners, delivering exceptional micro-learning experiences to learners to equip them with specific practical skills to do Kingdom work around the world.

Position Summary

Under the supervision of the Executive Director, this position is primarily responsible for the administrative and customer service functions of Gordon-Conwell Institute. This role serves as the first point of contact for internal and external relationships at GCI, monitoring in-person and online meetings, phone calls, emails, and other correspondences. As such, the incumbent must have a heart for providing excellent care and service, as well as possessing good interpersonal skills and the ability to work independently, communicate effectively, listen efficiently, and solve problems creatively. This role supports all GCI team members in routine activities and special projects.

Primary Responsibilities

Administrative & Program Support

- Take initiative for the primary support of administrative tasks related to the Dean of OI and GCI team.
- Set up online and offline meetings (request rooms, arrange catering, align schedules, etc.)
- Support administrative operations for GSPiR program (request housing, process applications, etc.)
- Support administrative operations for the various centers, including Shoemaker and Wilson Centers (event preparations, communications, etc.)
- Arrange travel (book flights, hotels, car rentals, etc) as needed for Dean and Executive Director.
- Monitor expenses and perform weekly bookkeeping.
- Process expense reports for Dean, Executive Director, and department.
- Provide regular reports to the team.

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Community & Customer Care

- Communicate and coordinate across multiple departments within a matrixed environment to serve learners and support GCTS relationships.
- Manage conflict with patience, objectivity, and professionalism; immediately report escalated issues and follow up at a later point to ensure the customer was adequately served and compensated if needed.
- Answer phone calls and respond to emails in a friendly, patient and professional manner; if requested, transfer the caller to a manager's phone in an efficient and kind way.
- Create and maintain customer information in a secure online filing system; document activity on customer accounts; facilitate financial transactions as needed and requested.
- Protect sensitive organizational and customer information by complying with the highest standards of confidentiality and integrity.

Timesheets and Stipends

- Prepare contracts for faculty and subject matter experts for micro-learning experiences and assist with onboarding hosts, teaching assistants, and other new student workers.
- Process student worker timesheets and stipend requests for faculty.
- Process invoices and follow-up for monthly and quarterly events.

Office Management

- Manage the day-to-day functioning of the GCI office, ensuring adequate office supplies and equipment and keeping digital assets organized.
- Other duties as assigned.

Required Competencies

- **Decision-making:** be ready and able to make independent decisions on a daily basis, addressing the best way to handle specific tasks.
- **Organizational skills:** excellent ability to keep self and others organized, manage details and catch inconsistencies, and determine which tasks are the most important in a given list.
- **Customer Service:** Strong customer service skills with ability to demonstrate empathy with coworkers and constituents.
- **Technical Knowledge:** Experience with customer relationship management and project management systems. Competency with Microsoft Office. Ability to use web conferencing software (e.g., Zoom) preferred.
- **Communication and Interpersonal Effectiveness:** Must have strong written and verbal communication skills to collaborate with on-campus and remote staff.
- **Reporting and Monitoring:** Experience with bookkeeping and expense reporting systems. Ability to generate reports using reporting software and to monitor financial data while flagging anomalies.

Education and Experience

- Bachelor's degree required.
- Experience working in higher education preferred.