

Administrative Secretary

Church office, communications and ministry administration

REPORTS TO Senior Pastor or designate	WORK LOCATION Scarborough campus
EMPLOYMENT TYPE Full-time	

Position Summary

The Administrative Secretary provides welcoming, accurate and timely administrative support across Scarborough Chinese Alliance Church's office, campuses, pastoral team, ministries and congregations.

The role coordinates reception, facilities scheduling, multilingual communications, worship and prayer-meeting materials, reporting, ministry records, annual-cycle documents, office supplies and other assigned administrative work. The successful candidate will combine a service-oriented approach with discretion, careful follow-through and strong attention to detail.

Key Responsibilities

1. Reception and Front Office

- Manage reception, answer and route telephone calls, open and distribute mail, and collect off-site mailbox items when assigned.
- Welcome visitors, newcomers and walk-ins; provide basic church information and direct questions to the appropriate pastor, staff member or ministry.
- Coordinate with caretaker for door access and opening of facilities in accordance with approved room bookings and scheduled activities.

2. Room Bookings and Facility Schedules

- Coordinate internal room reservations for assigned church facilities and communicate changes or cancellations when church-wide ministries, camps, Vacation Bible School or other priority events affect regular bookings.
- Prepare and distribute room-use schedules, daily and weekend room/AV-use reports and Sunday room postings.

3. Bulletins, Announcements and Worship Communications

- Prepare, proofread and insert content provided by ministry leaders to weekly Cantonese, Mandarin and Gormley bulletins.

- Prepare worship PowerPoint presentations and supporting media, place finalized files on the sanctuary computer, and distribute materials to worship chairs, pastors and sound/AV teams.
- Prepare weekly prayer-meeting items and presentations and distribute printed and electronic copies to the appropriate groups.
- Draft and maintain the annual Ministry Plan, coordinate approved revisions, and support website, poster and video-promotion updates.

4. Attendance, Statistics and Governance Reporting

- Collect and consolidate attendance, offering, Sunday school, campus and other ministry statistics; maintain accurate records and prepare periodic attendance charts.
- Compile the monthly pastoral report, including ministry events, pastoral submissions and visitation/caring data, and provide the completed report to the Senior Pastor before Board of Elders meetings.
- Prepare and distribute Board of Elders summaries, including English-to-Chinese translation as required.

5. Membership, Ordinances and Life-Event Administration

- Coordinate membership and baptism classes and teaching/pastoral assignments; maintain records; scan and file application and interview forms; and prepare certificates and verification letters for authorized signature.
- Prepare child-dedication certificates and related documentation.
- Support weddings through registration forms, the church register and wedding bulletins; support funerals through bulletins, floral arrangements and related documents and payments.

6. Annual Reports, Meetings and Church-Wide Invitations

- Prepare annual-report content and records, including the year's ministries, annual statistics and membership lists; coordinate covers, printing, electronic copies, distribution and inventory tracking.
- Prepare and update the Annual Meeting presentation.
- Prepare bilingual elder-candidate profiles, coordinate candidate review and support publication in the bulletin.
- Coordinate installation, ordination and other church-wide invitations and correspondence with congregations, churches and denominational partners.

7. Office Supplies, Equipment and Front-of-House Readiness

- Monitor office stationery, copier paper and general front-of-house supplies.
- Manage Canon copier supplies and routine support, including toner replacement, jam clearing, service calls, cartridge returns, shipping labels and meter readings.
- Maintain orderly and welcoming public areas by refreshing sanctuary materials, removing expired posters and bulletins, restocking supplies and updating staff, elder and department mailboxes as required.

8. Staff, Campus and General Administrative Support

- Provide administrative support to pastors, staff, the Gormley Campus, congregations, ministry leaders and church-wide initiatives, including confidential administrative and records support as assigned.
- Prepare speaker cheque requisitions and thank-you cards and provide delegated payment-distribution support in accordance with church controls and authorization.
- Perform other related administrative duties assigned by the Senior Pastor or designate.

Qualifications and Skills

- Relevant office administration, reception, communications or records-management experience; experience in a church, nonprofit or multi-stakeholder environment is an asset.
- Strong written and verbal communication skills in English and Chinese, with the ability to prepare accurate multilingual materials and complete English-to-Chinese translation; familiarity with Cantonese- and Mandarin-language ministry content is strongly preferred.
- Proficiency with Microsoft Word, PowerPoint, email, PDF tools, shared drives and basic web-content workflows; confidence learning church databases, scheduling tools and office equipment.
- Demonstrated accuracy with statistics, reports, rosters, certificates and confidential membership, pastoral, staff and financial documents.
- Excellent organization, prioritization and deadline management, especially for weekly worship communications and recurring monthly and annual deliverables.
- Professional judgment, discretion, reliability and a warm service orientation when working with visitors, congregants, pastors, staff, volunteers and external partners.
- Commitment to supporting the Church's Christian mission, ministries, values and pastoral leadership.

Core Competencies

- A committed follower of Jesus Christ
- Welcoming and responsive service
- Clear multilingual communication
- Accuracy and attention to detail
- Confidentiality and sound judgment
- Planning, coordination and follow-through
- Collaborative problem-solving and adaptability

Schedule and Working Relationships

This is an on-site administrative role serving the Scarborough campus. The regular schedule is 9:00am – 5:00pm Tuesday to Saturday. The position works closely with the Senior Pastor, pastors, elders/Board of Elders, church staff, campus administrative support, ministry leaders, volunteers, congregants, vendors and denominational partners.