



Staff Relations Administrative Support

Job Title: Staff Relations Administrative Support

Ministerial Designation: Religiously Qualified – Non-Exempt

Status: Regular Full-Time

Department: Staff Relations

Reports To: Staff Relations Manager

Prepared Date: 1/17/2023

Summary: Participates in the Mission and Ministry of Tenacre as a member of the Staff Relations team, who support staff to uphold the healing atmosphere at Tenacre and represents that outreach of love that unites all staff as one whole.

Competencies: A demonstrable understanding of Christian Science and its practical application in all aspects of the Staff Relations Administrative Support work is core to being a part of Tenacre’s healing mission. Additional competencies include:

Servant Leadership and Teamwork: Supports the camaraderie and unity among all staff and within the Staff Relations team; maintains trust and respect for one another’s ministry; takes actions that demonstrate an unselfed approach.

Communication Skills: Communicates and responds to others (one-on-one or with a group) in a non-hierarchical manner with warmth, respect, empathy, and patience; conversation reflects the Golden Rule standard; replies to inquiries and completes requests, both on a timely basis; follows-up appropriately on requests made of others.

Ethics: Maintains confidentiality; acts and speaks in a manner consistent with the highest ethics and integrity; inspires the trust of others; keeps commitments; understands lawful and ethical standards.

Attention to Details: Proofreads own work, which requires little or no checking; consistently provides factual information, including numbers, with logic, clarity, and precision; maintains a checklist, schedule, and calendar to ensure that small details are not overlooked; and writes down essential details in messages or communications.

Planning/Organizing: Establishes an orderly, systematic course of action to accomplish a multitude of tasks; prioritizes tasks appropriately; manages time effectively to accomplish what needs to get done; works effectively with time-sensitive tasks and willingly modifies planned tasks when necessary; expresses flexibility.

Essential Duties and Responsibilities include the following:

Mission Support

- Ensures that the healing mission of Tenacre is foremost in thought and is represented throughout all interactions, communications, and activities

- Brings a consistent metaphysical stalwartness that effectively addresses the specific needs of staff
- Demonstrates alertness in working with vendors that provide staff support and corrects misconceptions of Christian Science and Christian Science nursing

Staff

- Knows the *Church Manual* bylaw for the Christian Science nurse and consistently lets it pervade all work
- Expresses the qualities of a nurse, as stated in *Science and Health with Key to the Scriptures* by Mary Baker Eddy on page 395

Specific duties and other duties may be assigned:

Staff change notices

- Drafts and issues staff correspondence and notices to relevant parties such as for new hires, temporary staff, terminations, salary updates, status changes, change in department, and employment verifications

Benefit notices to staff

- Supports Benefits Coordinator with the required quarterly and annual notices to staff regarding 401(k) and pension benefits and other mailings
- Establishes and maintains files recording these circulated notices

Administrative support

- Warmly receives staff and helps them with their needs and requests
- Assists the Employment Coordinator with onboarding and events
- Supports Information Systems Coordinator with projects and systems entry work
- Assists Benefits Coordinator with education benefit letters and spreadsheet updates
- Processes and analyzes invoices for proper payment, including those for life and health insurance, and resolves any discrepancies that may arise
- Makes updates on the staff information system for vehicles, address, telephone, and emergency contact changes
- Works with multiple databases for benefits such as pension, 401(k), health and dental insurance, and education and learning
- Works with Benefits Coordinator with Worker Compensation incidents, as needed
- Supports the maintenance of all staff records per established department procedures, gathering information and updating files that includes scanning hard copy documentation into the records management system
- Maintains and orders department supplies; keeps department forms up to date and available
- Orders flowers and lovingly communicates with staff when appropriate
- Updates Staff Directory, which includes photos of each staff member
- Maintains Staff Relations' library of references and subscriptions
- Supports manager with special projects
- Is willing and able to adjust their schedule and/or work additional hours for special projects when requested

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty as stated above satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

- Member of The First Church of Christ, Scientist in Boston Massachusetts
- A high school diploma or equivalent
- Demonstrated ability to read, write and speak English, which is understandable by staff and vendors
- At least two years of administrative experience
- Working knowledge of Excel spreadsheets and is comfortable working with database software
- Additional education and Human Resources experience, preferred