



Staff Relations Office Administrator

Job Title: Staff Relations Office Administrator

Ministerial Designation: Religiously Qualified – Exempt

Status: Regular Full-Time

Department: Staff Relations

Reports To: Staff Relations Manager

Prepared Date: December 11, 2023, 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; writes effectively with grace and diplomacy.

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

Judgment: Gets questions answered from appropriate sources; is flexible and adaptable to new priorities and ideas, uses initiative appropriately.

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 important 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 and maturity that effectively supports all 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 and benefit 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
- Supports Benefits Coordinator with the required quarterly and annual notices to staff regarding 401(k) and pension benefits and other mailings
- Establishes and maintains these records

Job creation and application processing support

- Oversees Tenacre's application and hiring process
- Actively engages in supporting early phases of hiring including role creation and writing job descriptions
- Coordinates the posting of approved jobs with hiring managers and the contacts for website and other public locations, as needed, and writes and sends community email regarding job opportunities
- Acts as the point of contact for applicants and hiring managers to help guide the application and hiring process
- Processes incoming applications which includes communicating with hiring managers and applicants, verbally and in writing, following up with managers for ongoing updates, and ensuring that candidates not selected are communicated with

Orientation oversight and education

- Creates, implements, and oversees orientation program for all new employees and keeps in contact with new hires throughout their transition
- Ensures that new hire documentation is complete, updated, and properly filed, including I-9 updates
- Educates new hires in policies regarding a workplace free of harassment, proper use of the internet and email, and other all-staff processes

Staff activities

- Organizes and coordinates staff events including "Meet and Greet" for new hires and other events for farewell and retirement celebrations, which involves sending notices and working with managers who service such events
- Coordinates educational events related to 401(k) and other financial topics

- Actively engages with Tenacre community through attending and participating in other Tenacre events

Staff relations and issues

- Can explain policies and processes effectively; is approachable and follows through on employee concerns to completion
- Provides support to the Staff Relations manager on staff relations issues that may arise

Administrative support

- Warmly receives staff and helps them with their needs and requests
- Examines files and responds promptly to authorized inquiries regarding employment verification
- Supports Information Systems Coordinator with projects and systems entry work, including vehicle information and emergency contacts
- 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
- Works with multiple databases for benefits such as pension, 401(k), and health and dental insurance
- Works with Benefits Coordinator with Worker Compensation incidents
- 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 special projects (such as audit and fiscal year end processes) within the department
- Is willing and able to adjust their schedule and/or work additional hours (including evenings and weekends) for special projects or events, 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