

HOUSTON'S FIRST BAPTIST CHURCH

Position Assignment:

Job Title: The Oaks Office Coordinator

Department: The Oaks

Hired By: The Oaks Director

Reports To: The Oaks Director

Campus: Faith Center Spring Branch

Status: Part Time

Employment Category: V

Summary of Position: The Office Coordinator is the first point of contact for clients and visitors, responsible for creating a warm, welcoming, and safe environment. This role provides essential logistical and administrative support to the therapeutic team, helping to ensure smooth day-to-day operations. The Office Coordinator interacts regularly with foster, kinship, and adoptive families as they pursue holistic care, and plays a critical role in maintaining the details that support long-term, impactful service.

Purpose: To create safe and supportive spaces, assist therapeutic staff and guests with professionalism and care, and provide knowledgeable administrative support that enables effective and compassionate service delivery.

Duties and Responsibilities:

- Greet and assist all clients and visitors with warmth, professionalism, and hospitality.
- Maintain a safe, welcoming, and well-organized reception area at all times, ensuring adherence to Safeguarding policies and procedures.
- Manage daily office operations, including answering phones, responding to emails, and scheduling appointments as needed.
- Procure and restock essential supplies for therapy sessions, guest hospitality, and general office use.
- Provide logistical support for therapy sessions, workshops, and center events, including setup and preparation.
- Uphold strict confidentiality and adhere to all standards of client privacy and data protection.
- Perform general administrative tasks such as filing, data entry, printing, and document preparation.
- Serve as a communication liaison between guests, staff, and volunteers as needed.
- Support the therapeutic team with administrative and logistical tasks to enhance overall team efficiency.
- Cultivate intentional and positive relationships with staff, volunteers, and community partners to strengthen team culture.
- Coordinate with the Faith Center Spring Branch team regarding facility maintenance, janitorial needs, and shared resources.
- Assist the Center Director in implementing center-wide initiatives and special projects.
- Manage, and maintain compliant systems and tools that support the multidisciplinary team, including Sage Intacct, Nexonia, Simple Practice (or similar platforms), and Microsoft Teams.

This job description is not all-inclusive and can be modified verbally and in writing by the position supervisor.

Skills Requirements: Select all that apply

☒ Language Skills ☒ Math Skills ☒ Reasoning Ability

Computer Skills: ☒ Mac ☒ Windows ☒ MS Office ☒ MS Outlook

☒ Administration ☒ Service to Others ☒ Teacher/Leader ☒ Good Communication

☒ Team Builder ☒ Self-disciplined ☒ Servant Leader ☒ Decision Maker

☒ Strong Work Ethic ☒ Empathy for Ministry Partners ☒ Attention to detail

☒ Other: Experience in a hospitality, administrative, or customer-facing role. Understanding or willingness to learn about the foster, kinship, and adoptive care community. Ability to maintain discretion and confidentiality in sensitive situations.

Education and/or Experience: Select all that apply

☒ College graduate preferred ☒ Administrative Experience

☐ Personnel Management ☒ Church Staff experience preferred

Organizational Relationships: Reports to The Oaks Director

Working Conditions: Select all that apply

☐ 40 hour work week ☐ Additional hours as needed ☒ Occasional off campus activities

☐ Continuing Education ☒ Specialized training ☐ Occasional travel

Prepared By: Toni Steere **Title:** Director of Legacy 68:5

Date Prepared or Revised: May 27, 2025

Signature of preparer: _____

I have read and received a copy of my job description. I understand this document overrides anything I have understood in the past. I further understand that I am expected to work according to this job description. If I have questions concerning the work and what is expected of me, I will speak to my direct supervisor.

Employee Signature

Date

Print Name