



Job Description

Staff Virtual Ministry Assistant (VMA)

Overview: The purpose of this role is to act as administrative support staff to churches and ministries the days and times that have been contracted. This role reports to a Lead Virtual Ministry Assistant.

Description and Responsibilities:

Result #1: Each project is completed and presented in a way that inspires confidence in VMA for its thoroughness and insight into the unique culture and needs of that particular church.

These projects may include:

- Calendar/Schedule Management
- Email Management (Routing, Reply on Behalf-Of, & etc.)
- Call/Text Management (Making, Returning, checking voicemail, sending text)
- Correspondence (Church letters, cards, newsletters, flyers, bulletins, announcements)
- Meeting Preparation (minutes, agenda and material preparation, PowerPoints)
- Meeting Confirmation (Meeting Requests, Address for GPS, Phone Numbers, Maps)
- Research Assistance, Data Gathering, Fact Checking, Compilations (Statistical or Topical)
- Document Creation, Editing & Proofreading
- Compliance Document Management (background checks, music/video licensing, etc.)
- On-line File Management
- Email Communication Tool Management (Constant Contact, Aweber, MailChimp, iContact)
- Church Membership Database Management (data entry, contacts, members, mailing lists)
- Basic Website Editing
- Social Media Administration (Blog, Facebook, Twitter, LinkedIn, YouTube, Pinterest, etc.)
- Professional Interaction with Staff, Members, Community, etc.

Result #2: Coordination/facilitation between ministry life, family life, and personal life of those assigned has been conducted with grace, confidentiality, and excellence.

This coordination/facilitation includes:

- Ministry Travel Planning (Manage Travel Preferences and bookings for Air, Hotel, Car, etc.)
- Personal Tasks (Dental & Doctor Appointments, Reservations, Entertainment, etc.)
- Personal Travel Planning (Vacation/Family bookings for Air, Hotel, Car, & etc.)
- Gift Buying
- Coordination of Spouse/Family Calendar

- Result #3:** The Staff VMA has participated in coaching session led by the Lead VMA in which accomplishments, assignments, strengths, and challenges have been discussed.
- Result #4:** The flow of work for all assigned VMA clients is done in such a way that every client concludes their work with VMA as “raving fans.”
- Result #5:** The staff VMA has maintained key documents and task lists for each assigned client church, in such a way that the VMA team is perceived by the client church as always being a step ahead of their needs.
- Result #6:** The staff VMA monitors the hours of work for each client, making sure that the VMA team is on target with its projected hours.
- Result #7:** The staff VMA ensures that the VMA team delivers what it promises after each project is completed.

Position/Time Commitment: Contractual part-time VA position with up to 30 hrs. weekly (max)

General Skills/Requirements:

Minimum – Associates Degree preferred
Excellent Communication Skills (verbal and written)
Organizational Skills
Time Management
Attention to Detail
Creative Problem Solving

Technical Skills/Requirements:

Google Suite: Gmail, Calendar, Drive, Hangouts, etc.
Social Media: Facebook, Twitter, Instagram, Hootsuite, Blogs
Microsoft Office Proficiency: Excel, Word, PowerPoint, Outlook
Mac OS Proficiency: Numbers, Pages, Keynote, Mail
Online Productivity Tools: LastPass, Expensify, Huddle, Dropbox
Personal Computer w/camera and MS Office
Smart Phone w/email capability
High Speed Internet Connection
Designated quiet, professional space

Resources and Training Provided: The VMA contractual position provides training for most of the technical skill areas as well as oversight from a lead VA.