Executive Assistant & Systems Manager

INTERNAL POSITION DESCRIPTION | EVANGELICAL FREE CHURCH OF LETHBRIDGE

EMPLOYMENT	Part-time | 0.8 FTE (32 hours/week)
TEAM	Support / Operations
REPORTS TO	Support Team Leader
EXECUTIVE SUPPORT	Lead Pastor and Executive Pastor
PEOPLE LEADERSHIP	No direct reports in this position
POSITION STRUCTURE	Executive Assistant & Special Projects 0.5 FTE; Systems & Process Manager 0.3 FTE

Position purpose

Strengthen the effectiveness of the Lead Pastor and Executive Pastor through proactive executive assistance, timely follow-through and effective organizational systems. This position combines executive support and systems/process management; Support Team leadership is a separate appointment and is not included in this role.

Core accountabilities

Executive assistance and special projects | 0.5 FTE

Desired outcome: Executive leaders are prepared, supported and able to focus on strategic and pastoral responsibilities.

- Provide proactive coordination, preparation and administrative support to the Lead Pastor and Executive Pastor.
- Anticipate decisions and deadlines, and track leadership commitments through completion.
- Coordinate assigned special projects and protect confidential executive information.

Systems and process management | 0.3 FTE

Desired outcome: Church-wide workflows are clear, reliable, consistently adopted and regularly improved.

- Develop and maintain effective organization-wide administrative support systems and workflows, including Planning Center, in alignment with ministry priorities.
- Equip staff to use consistent practices, appropriate controls and sound information-management standards.
- Coordinate technology-enabled process improvements with ministry leaders and the Tech & IT Director, without assuming infrastructure ownership.

Regular responsibilities

Executive support and coordination | 0.5 FTE

- Manage or coordinate calendar requests, meeting logistics, agendas, briefing materials and appointments for the Lead Pastor and Executive Pastor as delegated.
- Prepare correspondence, documents, presentations, reports and meeting materials; coordinate routine follow-up on behalf of the pastors.
- Maintain a clear action and decision tracker, send appropriate reminders and flag approaching deadlines or unresolved items.
- Anticipate information, scheduling and preparation needs for board, leadership, staff and ministry meetings.
- Coordinate assigned special projects, including milestones, stakeholders and status updates; handle sensitive information discreetly.

Systems and process management | 0.3 FTE

- Assess administrative support needs across teams; design, document and maintain consistent workflows, especially in Planning Center and related systems.
- Work with ministry owners to build usable forms, lists, approvals, handoffs and task processes while avoiding duplicate data entry.
- Train staff, prepare simple job aids and follow up when adopted processes are not being used consistently.
- Conduct periodic process and data-quality checks; identify bottlenecks and recommend improvements.
- Coordinate access, integration and security-related changes with the Tech & IT Director, who retains technical ownership.

Decision rights and boundaries

The Support Team Leader provides direct supervision, coaching, performance support and overall workload coordination for this position. The role supports both the Lead Pastor and Executive Pastor; executive support priorities are agreed with the pastors in coordination with the Support Team Leader. The role owns agreed organizational process design, documentation and adoption. Ministry leaders remain accountable for ministry work and decisions; the Tech & IT Director retains infrastructure, security and technical systems ownership. Staffing, policy and significant budget decisions require appropriate approvals. Support Team leadership is a separate assignment and is not included in this position.

Candidate requirements

Essential

- Ability to support executive leaders and collaborate effectively with staff across ministries.
- Strong executive administrative, organizational and project-coordination ability.
- Independent judgment, proactive initiative and professional discretion.
- Clear, tactful communication, sound judgment and strong relational skills.
- Digital fluency and ability to improve practical organizational systems.
- A personal love for Jesus Christ and a commitment to following Him, with willingness to affirm and support E-Free Lethbridge's Statement of Faith, Mission, Vision and Values.

Considered assets

- Experience in executive assistance, operations coordination or cross-functional project support.
- Experience designing workflows and training staff.
- Familiarity with Planning Center, Microsoft 365 and nonprofit or church operations.

Indicators of success

- Lead Pastor and Executive Pastor are prepared and better able to focus on high-value work.
- Executive commitments, documents and follow-up are organized and reliably advanced.
- Core organizational processes are documented, understood and reliably followed.
- Technology and workflow improvements reduce unnecessary administrative work.
- The role demonstrates sound prioritization across its two areas of responsibility.

Working expectations

This position is 0.8 FTE (approximately 32 hours weekly): 0.5 FTE Executive Assistance and 0.3 FTE Systems and Process Management. Hours and scheduling are coordinated with the Support Team Leader and the pastors being supported, with occasional evening or Sunday attendance as needed.