



CROSSROADS CHURCH | JOB DESCRIPTION

Position Title:	Administrative Assistant
Department:	Ministry Leadership Institute
Reports to:	MLI Pastor
Oversees:	Student Services, Academic Coordination, Event & Program Management, Communication & Hospitality, Financial & Administrative Support, Systems & Operations
Hours:	Part Time, 20 Hours Flexible schedule with occasional evening and weekend hours required

About Ministry Leadership Institute

The Ministry Leadership Institute (MLI) is more than a school - it's a launching pad for leaders who will influence the Church, non-profits, the marketplace, and communities for generations. We don't just train minds; we shape whole people, equipping them to carry the mission of Christ into every sphere of life.

Unlike traditional academic settings, MLI offers an affordable, accessible, and deeply practical experience. Our instructors aren't only educators, they're seasoned practitioners, rooted in theology, and battle-tested in leadership. Every course, conversation, and cohort experience is designed to deliver immediate real-world impact.

Think of MLI as a trade school for ministry and leadership, deeply intentional theological training combined with hands-on apprenticeships, personalized mentoring, and the strength of a learning community. Students of all ages walk away with wisdom, spiritual maturity, and the courage to lead with both conviction and compassion.

MLI isn't just another higher-learning program. It's a movement of transformation. Leaders leave here with sharpened vision, resilient faith, and servant-hearted boldness - ready to bring Christ's mission forward in the Church and nonprofits, in the marketplace, and beyond.

Position Summary:

The Ministry Leadership Institute (MLI) Administrative Assistant provides organizational, operational, and student support for MLI. This role ensures efficient execution of academic, ministry, and leadership development processes while creating an exceptional experience for students, instructors, and ministry leaders. The Administrative Assistant serves as the organizational backbone of MLI, helping develop future pastors, ministry leaders, missionaries, and church staff through quality administration, communication, and hospitality.



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The ideal MLI Administrative Assistant:

- Has a heart for developing future ministry leaders.
- Thrives in highly organized environments.
- Enjoys serving students and helping others succeed.
- Anticipates needs and solves problems proactively.
- Communicates clearly and professionally.
- Balances administrative excellence with relational ministry.
- Supports both academic rigor and spiritual formation.

As a Crossroads Staff Member, the MLI Administrative Assistant is expected to:

- Be Mission-Minded
- Pursue Spiritual Growth
- Lead with Humility
- Choose Collaboration
- Embrace Innovation
- Value Excellence
- Develop People
- Finish Strong

The Ministry Leadership Institute Administrative Assistant succeeds when students, faculty, and ministry leaders experience a well-organized, spiritually enriching, and academically excellent environment that equips leaders to fulfill God's calling on their lives.



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Key Responsibilities:

- **Student Services & Administration**
 - Serve as the primary administrative contact for students.
 - Assist with student admissions, enrollment, and onboarding processes.
 - Maintain student records, attendance, assignments, and academic progress reports.
 - Coordinate student communication regarding schedules, deadlines, events, and program updates.
 - Support student graduation and certification processes.
 - Assist students in navigating program requirements and expectations.
- **Academic Coordination**
 - Schedule classes, instructors, and learning experiences.
 - Prepare course materials, syllabi, assignments, and learning resources.
 - Coordinate classroom logistics and online learning platforms.
 - Track assignment submissions and assist faculty with grading processes.
 - Maintain academic calendars and program schedules.
 - Ensure course documentation is organized and accessible.
- **Event & Program Management**
 - Coordinate leadership intensives, retreats, workshops, conferences, and special training events.
 - Manage registrations, event logistics, catering, travel arrangements, and guest accommodations.
 - Prepare materials and resources for all Institute events.
 - Assist with graduation ceremonies and recognition events.
- **Communication & Hospitality**
 - Serve as a welcoming representative of the Ministry Leadership Institute.
 - Maintain regular communication with students, faculty, alumni, and prospective students.
 - Manage email communication, newsletters, and announcements.
 - Coordinate guest speakers and ministry leaders participating in the program.
 - Foster a culture of encouragement, professionalism, and servant leadership.
- **Financial & Administrative Support**
 - Process invoices, reimbursements, and budget requests.
 - Track program expenses and assist with budget management.
 - Maintain purchasing records and educational resource inventories.
 - Support fundraising and donor communication initiatives when applicable.
- **Systems & Operations**
 - Maintain student databases and learning management systems.
 - Develop and improve administrative processes and workflows.
 - Generate reports related to enrollment, attendance, and program effectiveness.
 - Ensure accurate documentation and compliance with program standards.
 - Support accreditation, partnership, or certification requirements as applicable.



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- **Supports**
 - MLI Faculty and Instructors
 - Ministry Residents
 - Church Staff Instructors
 - Students and Cohorts
 - Guest Speakers and Ministry Partners



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Spiritual Responsibilities:

- Maintain a growing relationship with Jesus Christ.
- Support the mission, vision, and values of Crossroads Church and the Ministry Leadership Institute.
- Demonstrate Christ-like character and servant leadership.
- Pray for students, faculty, and future ministry leaders.
- Participate actively in the life and ministry of Crossroads Church.
- Help cultivate an environment focused on spiritual formation and leadership development.

Required Qualifications:

- Strong administrative and organizational skills.
- Excellent written and verbal communication abilities.
- High attention to detail and accuracy.
- Ability to manage multiple projects and deadlines simultaneously.
- Proficiency with Microsoft Office, Google Workspace, and database systems.
- Strong interpersonal and customer service skills.
- Ability to maintain confidentiality and professionalism.

Preferred Qualifications:

- Associate's or Bachelor's degree in Business Administration, Education, Ministry, or related field.
- Experience supporting educational programs, training organizations, or church ministries.
- Familiarity with Learning Management Systems (LMS).
- Experience coordinating events and managing schedules.
- Knowledge of church operations and ministry leadership development.

Key Performance Indicators:

- **Experiences**
 - Quality of student onboarding experience
 - Event execution effectiveness
 - Communication accuracy and timeliness
- **Purpose**
 - Student retention and completion rates
 - Support of leadership development objectives
 - Contribution to spiritual formation initiatives
- **Relationships**
 - Student satisfaction and engagement
 - Faculty satisfaction
 - Responsiveness to student and instructor needs
- **Systems**
 - Record accuracy
 - Assignment and attendance tracking
 - Schedule and calendar management
 - Administrative process efficiency