Church & Candidate Profile

Office Facilitator
Brookstone Weaverville Campus

Brookstone Church
Office Facilitator Job Description

PURPOSE:
The Office Facilitator serves as both the first point of contact for Brookstone Church and as a key provider of administrative support. This role ensures a warm, professional, and efficient experience for guests, staff, and church members while managing daily office operations. The individual in this position helps maintain smooth office functions, supports the Next Steps ministry, and upholds the mission and values of Brookstone Church.

RESPONSIBILITIES:

Reception

- Create a welcoming and professional first impression for all visitors, guests, and staff.
- Greet, direct, and assist visitors while ensuring a positive guest experience.
- Answer, screen, and route phone calls; respond to voicemails and emails promptly.
- Provide detailed information and assistance regarding church services, events, and ministries.

Office Coordination

- Oversee daily office operations, including mail, deliveries, and supply inventory management.
- Manage meeting spaces and event request scheduling through Planning Center.
- Support staff with clerical tasks such as filing, copying, and correspondence.
- Maintain organized, stocked, and welcoming office and breakroom spaces.
- Oversee and coordinate pavilion facility use requests from members and community partners.

Ministry Support – Next Steps

- Provide administrative support to the Next Steps Ministry teams, including Pastoral Care, Guest Services, the Connections Team, Counseling, and the Next Steps Pastor.
- Assist with scheduling ministry teams in Planning Center.
- Support preparation for staff meetings and churchwide events.
- Assist with planning, coordinating, and executing ministry activities and events as needed.
- Help communicate, promote, and update information regarding church activities to staff.

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QUALIFICATIONS:

- Active member in good standing at Brookstone Church (or willing to become one).
- Strong interpersonal and communication skills; able to relate well to diverse groups of people.
- Organized, detail-oriented, and able to manage multiple priorities effectively.
- Professional demeanor, discretion, and ability to handle confidential information.
- Proficiency with Microsoft Office Suite, Google Workspace, and willingness to learn systems such as Planning Center and Basecamp.
- Previous experience in an administrative, receptionist, or office management role preferred.
- High school diploma required; further education or training preferred.

PERSONAL DISCIPLESHIP:

- Maintain a growing relationship with the Lord through consistent time in God's Word and in prayer
- Commit to attending evangelism training
- Strive to maintain and protect biblical priorities in the home
- Model the practice of wise stewardship
- Seek to maintain accountability through participation in a Lifegroup
- Personal worship service attendance

ACCOUNTABILITY:

The Office Facilitator reports to the Guest Services Director and the Next Steps Pastor

SALARY:

A competitive salary commensurate with experience will be provided.

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HOURS:
The Office Facilitator will work Monday–Thursday, 8:45 AM–5:00 PM. Occasional evening and weekend hours may be required, based on ministry and event needs.

T*he above is intended to describe the general content and requirement for performance of this job. It is not intended to be construed as an exhaustive statement of essential functions, responsibilities, or requirements.*