



OFFICE ADMINISTRATOR JOB DESCRIPTION

Position Summary

White Horse, Inc. (“WHI”) is seeking an organized and self-motivated Office Administrator who plays an essential role in providing administrative support to our office operations and four brand departments which aim to “Get the Gospel Right and Get the Gospel Out” to our various audiences.

The ideal candidate will have a proven ability to independently manage multiple tasks with competing priorities and deadlines. This dynamic role will have many moving pieces and requires adaptability. People that enjoy working in a faced-paced environment where they have ownership of work will enjoy working at WHI.

The WHI Office Administrator is responsible to perform administrative tasks in 4 key areas:

- Office Operations
- Customer Service
- Human Resource Administration
- Fulfillment Administration

Key Duties & Responsibilities

Office Operations: Provide multi-faceted organizational support to WHI operations, values, goals, and priorities. Perform general day-to-day administrative duties such as mail handling, filing, data entry, interoffice communications. Maintain office equipment and inventories by serving as the main point of contact for office employees and vendors to meet organizational needs. Keep common office spaces organized and clean. Responsible for ordering/restocking office supplies necessary for office operations. Provide necessary supplies to prevent and minimize the dissemination of diseases, like Covid-19.

Customer Service: Play the vital customer-facing role for WHI by providing a high-level of care for WHI donors and constituents. Provide friendly customer service in the form of correspondence, phone, & basic IT support. Resolve constituent requests on database. Initiate and follow-up with lapsed Partner renewals.

Human Resource Administration: Assist HR Generalist with general HR administrative tasks. Organize and maintain both hard and digital employee records to ensure accuracy and compliance, including up-to-date I-9 documentation. Assist employees in the administration of health, dental, life, and retirement benefits. Regularly provide and post updated posters and notices of California and Federal employment benefits and laws. Provide administrative assistance in the onboarding and offboarding processes.

Fulfillment Administration: Oversee all fulfillment activities at WHI to ensure adherence to brand standards. Ensure customer and donor orders are properly received, processed, and delivered in a timely manner. Working in conjunction with the Administrative Support Assistant, act as the point person for brand and department managers for all plans and projects that involve fulfillment, providing necessary logistics regarding inventory, timing, and expenses.

Qualifications & Education

- Education/Experience: Associate degree or equivalent from a two-year college or technical school; or six months to one-year related experience and/or training
- Outstanding administrative and organizational skills: develop realistic action plans, prioritize tasks around schedules and deadlines, manage time effectively
- Possess strong attention to detail. Follows detailed policies and procedures
- Provide high-level of customer service: able to interface with the public with respect and professionalism.
- Requires exceptional interpersonal and communication skills to effectively interact with customers and providers of transportation and logistics services.
- Able to work independently and collaborate on a team
- Excellent verbal and written communication
- Essential computer skills: Proficient use of MS Suite, particularly Word and Excel; mail merges; email and web searches. Able to type 45 wpm.
- Must be willing to work at the WHI office 5 days/week
- Conduct personal and professional behavior according to biblical values and the biblical lifestyle upheld by White Horse Inn
- The individual should be a member in good standing in a Bible-believing church, preferably from a reformational heritage
- Applicants should be in agreement with the vision and mission of White Horse Inn (<https://www.whitehorseinn.org/about-us/>)

Physical Demands: While performing the duties of this job, the employee is regularly required to stand, sit, walk, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch or crawl, and talk or hear. The employee is occasionally required to lift up to 20 pounds. The vision requirements include: close vision and ability to focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, absent undue hardship.

White Horse, Inc. is an equal opportunity employer and strictly adheres to a policy of nondiscrimination without regard to race, color, sex, handicap, or national origin. All reasonable efforts will be made to protect the confidentiality of the candidates.

For interested candidates, please submit your letter of interest and resume at HR@whitehorseinn.org

About White Horse, Inc.

White Horse, Inc. is a multimedia catalyst for reformation. We believe that each generation must rediscover and apply the gospel to their own time. We long to see a second reformation take hold of our churches and return them to the God-honoring, Christ-centered, Spirit wrought places of worship they should be. Over the past thirty years, we've grown more hopeful that such a reformation is possible. So, we're putting our time and resources to work toward one.

Our mission is to help Christians “know what they believe and why they believe it” through conversational theology. The conversations take place in talk show, magazine, event, book, blog, and social media formats. Our vision is to see a modern reformation in our churches through a rediscovery of God, the gospel, and the classic Christian confessions proclaimed during the sixteenth-century Reformation. More than just a talk show and a magazine, White Horse Inn is a conversation for reformation. C. S. Lewis famously remarked that “mere Christianity is like a hallway. In this hallway, real conversations between Christians of different convictions can begin and develop over time as we emerge from these various rooms to speak of Christ and his gospel to one another. For thirty years, White Horse Inn has hosted this conversation both on radio/podcast ([White Horse Inn](#) & [Core Christianity](#)), in print ([Modern Reformation](#)), and internationally (Global Theological Initiative) in the spirit of that great hallway of “mere Christianity, bringing the rich resources of the Reformation to bear on American evangelicalism.

JOB DESCRIPTION DISCLAIMER

The above job description is not intended to be an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned and are subject to the standard White Horse, Inc. confidentiality agreement.

Employment with White Horse, Inc. is at-will. White Horse, Inc. may exercise its at-will rights at any time for any lawful reason unless a written employment agreement exists with White Horse, Inc. that provides otherwise.