



Administrative | Front Desk Intern Role Description

Updated February 2025

Basic Function:

This intern will aid with the needs of the Front Desk Team Ministry and is a great opportunity for those interested in gaining a deeper understanding of the heart of our church, learning administrative and receptionist skills, as well as learning how to manage “customer service” from a biblical viewpoint. This position will work closely with the Front Desk staff, other admin team members and reports directly to the Office Manager.

Spiritual Requirements:

- Has trusted Jesus to save them from their sins and be the Lord of their life.
- A desire to continue developing a strong, committed and mature relationship with Christ.
- Can champion the mission vision and values of Crossroads and Administrative team
 - o Mission of Crossroads
 - *At Crossroads, we want to help people connect with God and others at the Crossroads of life.*

Qualifications:

- Considers CCC to be their church home. Exceptions may be made if roles are not able to be filled with people who call Crossroads their church home.
- Is consistently serving in a monthly Crossroads’ ministry or a ministry in their home church.
- Will be at least 16 years old at the start of their internship in late August 2025.
- Has access to a reliable form of transportation.
- Must be teachable.
 - o Wants to learn, grow, and lead.
 - Willing to ASK for help.
 - Willing to TAKE feedback.
 - Willing to PRAY though feedback and make adjustments.
- Understands confidentiality is a MUST- takes very seriously the importance of maintaining confidentiality- commits to keep specified information confidential, including from family and close friends.
- Handles conflict in a Matthew 18 manner.

- Understands the expectation for believers to be individuals who display Godly character and integrity while utilizing social media. It is understood that WHAT you post and HOW you interact on your personal social media account(s) matters.

“Possible” Ministry Responsibilities of an Administrative | Front Desk Intern:

- Managing people that walk-in or call (this includes transferring calls to other extensions, answering general questions about activities within the building, and
- Assist with the set up for a variety of events at Crossroads (Baptism Class, Baptism Service, Communion, Child Dedication, etc.)
- Provide administrative assistance to other staff members.
- Complete miscellaneous administrative tasks.
- Help maintain Outlook calendars.
- Assist with maintaining office and refreshments supplies throughout the building.
- Assist with closing up the building at the end of the day (when scheduled.)

Hours/Pay:

- Some of our internships are paid and others are not. Generally speaking, the education and experience the intern brings with them during the interview process will dictate whether an intern is paid or not. Apply with the intent/understanding you are doing an unpaid internship.
- Time frame: 2025-2026 school year (August 18, 2025-May 19, 2026)
- Available Monday, August 25 from 5:30pm to 8:30pm for mandatory All-Intern Orientation & Welcome Dinner
- Available Tuesday, May 19, 2026 from 6pm to 8pm for mandatory All-Intern Graduation
- Approximately 3-8 hours per week
 - Office hours will be flexible. Prefer an applicant that is able to do some afternoon hours with the ability to work until 5:00pm.
 - If applicant is a RUSH small group leader or serving team member, this internship does not include time spent at RUSH on Wednesday night or RECHARGE. If a Crossroads Kids, Host or Worship/Tech serving team member or leader, this internship does not include time spent on Sundays serving in their respective ministries. Intern should maintain a serving role within the larger church body throughout their internship period. Hours spent serving in their respective ministries should not be logged on their weekly timesheet.
 - Flexible, with advanced notice