

Church Office Manager

1. **Qualifications:**

- a. *Character/Doctrine:* The Office Manager shall be a person who exhibits godly character and Christian living. He or she will need to be a member of the church or complete the membership process within 90 days of hire. He or she should have a heart for people and a genuine interest in and love for the church and its mission.
- b. *Education:* Some college classwork is preferred or equivalent experience in office work.
- c. *Experience:* Preferred 3-year minimum of office experience in skilled secretarial work and the duties of a warm and friendly receptionist. A good record of working with others and managing large amounts of data. Strong work ethic for quality and creativity. Strong working knowledge of Microsoft Office suite, social media platforms (Facebook, Instagram), and publishing software, and possesses good keyboarding skills. Can demonstrate clear verbal and written communication skills. Must be a team player who is a self-starter.
- d. *Skills:* Knowledge of modern office procedures and business English, including vocabulary, correct grammatical usage, and punctuation. Understanding of digital filing methods and how to operate standard office equipment. Ability to meet the public tactfully and courteously, answer questions in person, by e-mail and telephone, and route calls effectively. Establish and maintain cooperative and effective working relationships. Understand and carry out verbal and written directions. Formulate written communication with an accuracy of facts and meaning. Handle emergency situations as they arise. Maintain confidentiality on all matters.

2. **Principal Function:** To provide office managerial support to enhance the church's discipleship impact.

3. **Accountability:**

- a. Reports to the Lead Pastor. Annual job performance review with the Lead Pastor.
- b. Completes assigned work for the staff and supports the work of ministry volunteers.
- c. Will have the support of the staff team through prayer, weekly staff meetings, and regular availability. Will consult with them regarding decisions for building use, purchases, program changes, etc.
- d. Will have the support of the congregation through encouragement, prayer, and pay.
- e. Attire should be professional, office casual, and appropriately modest.
- f. 40 hours per week, at least four of which are on Sunday. Saturdays and Mondays off.

4. **Ministry Responsibilities (listed in order of priority):**

Some of these duties will be shared or delegated to others but the ultimate accountability for assuring the following responsibilities are implemented rests with the Office Manager.

- a. **Office managerial work and receptionist duties for paid staff and lay ministry leaders.** (50% ~20 hours/week)
 - i. Provide friendly hospitality to guests and callers, providing information courteously and efficiently.
 - ii. Route calls and messages efficiently and accurately.

- iii. Assist with copying, typing, labeling, and mailing. Compose correspondence as required.
- iv. Track attendance statistics.
- v. Work well with various teams on ministry projects. Support all ministries of the church as a passionate team member. Participate in staff meetings.
- vi. Maintain filing system, and retrieve information on request in a timely fashion.
- vii. Maintain fluency with church computer software as it evolves and changes.
- viii. Process orders and purchasing for the office and as designated by church staff.
- ix. Other duties as requested by the Lead Pastor.

b. Bulletin, church mail, and literature. (30% ~12 hours/week)

- i. Route designated mail to intended recipient. Open, process, and distribute general mail.
- ii. Create and distribute/mail correspondence as requested by pastors and staff.
- iii. Stamp invoices, get approval from appropriate person, record pertinent information for Treasurer.
- iv. Oversee the use of designated office budget line items.
- v. Oversee the use of the church credit card; collect/receive receipts for Treasurer.
- vi. Compile weekly bulletin and run copies. Help with orders of worship and Scripture Reader List. Organize usher and Awareness Team lists.
- vii. Post bulletin board information. Duplicate and post sermon materials.
- viii. Maintain literature supplies. Keep publications current and attractive.
- ix. Create and maintain databases for mailings, emails, text messaging, etc.
- x. Update designated areas of the church website and social media platforms
- xi. Design various digital slides, printed posters, and occasional digital/graphic work, including ProPresenter slides.

c. Church building, master calendar, office equipment, & supplies. (20% ~8 hours/week)

- i. Coordinate building use with congregation and outside groups. Oversee rental fees and policies.
- ii. Coordinate staff, volunteer, and audio/visual needs for on-site funerals and weddings.
- iii. Maintain master church calendar as needed. Inform Custodian of special setup and cleaning needs. Set up audio/visual equipment for smaller venues.
- iv. Inventory existing supplies and maintain amounts. Maintain best price and service from vendors. Call for maintenance on office equipment as needed.
- v. Maintain Office Kitchenette and Conference Room.
- vi. Monitor and order kitchen supplies.
- vii. Complete daily work tasks and maintain task system.
- viii. Occasional errands to pick up and drop off supplies.