

LAKE GROVE PRESBYTERIAN CHURCH

JOB DESCRIPTION

TITLE: Church Administrator

CLASSIFICATION: Full-time (40 hours), Exempt, with the expectation that the work will occur Monday through Friday, with occasional weekend shifts

ACCOUNTABILITY: Reports to the Head of Staff (when hired); Senior Director of Finance and Operations (interim). Maintains a dotted-line reporting to the Congregational Care Pastor. Directly supervises approximately five Church Administrative Assistants (with dotted-line reporting to their respective ministry leads).

PURPOSE

The Church Administrator provides leadership, oversight, and direction to the church's administrative support team to ensure effective and seamless support across all ministry areas. This role also provides critical and essential administrative support to the Head of Staff and Congregational Care Pastor.

KEY LEADERSHIP PRINCIPLE

The Church Administrator holds overall responsibility for the management, strategic coordination, and quality oversight of all administrative functions described below. While maintaining accountability for outcomes and ensuring excellence in execution, this position is expected to lead thoughtfully through the delegation of appropriate tasks to administrative staff, provide advice and clear direction, resolve issues, ensure adequate support, and proper follow-through. The Church Administrator serves as both leader and coordinator, always ensuring that the church's administrative ministry operates with professionalism, efficiency, and compassion.

RESPONSIBILITIES

I. Head of Staff Support

- **Executive calendar management:** Oversee scheduling of appointments, coordinate meetings, manage competing priorities, and safeguard time to ensure alignment with church priorities.
- **Worship and special service coordination:** Ensure sanctuary readiness; prepare attendance and friendship pads; and coordinate administrative details for special services, including communion and baptisms, as requested.
- **Staff culture and engagement:** Coordinate staff appreciation events, birthday recognitions, circulation of birthday cards, and team-building activities.
- **Committee and commission support:** Provide administrative assistance to church commissions, committees, and task forces as directed by the Head of Staff

II. Congregational Care & Discipleship Administrative Support

- **Calendar and meeting coordination:** Schedule appointments and meetings for the Congregational Care Pastor; manage calendar to optimize pastoral availability for care activities
- **Life event coordination:** Serve as liaison between pastors and families for weddings, baptisms, memorial services, and other significant occasions; ensure families are treated with care,

compassion, and professionalism throughout these important moments, be the hub of information and planning for memorials

- **Membership:** Coordinate all administrative aspects of New Member Seminars (pre and post-event), process new member information into church systems, maintain ongoing communication with members regarding church involvement and connection opportunities, interface with elders and deacons for membership and hospitality and keep membership records current,
- **Discipleship Ministry liaison:** Partner with the Lead Director of Discipleship to support the administrative needs of small groups, women's ministry, men's ministry and special events for adult education and sermon series support
- **Deacon liaison:** Support Deacon ministries through scheduling, communication, coordination of care activities and events, and administrative follow-through, especially coordinating off-site communion and grief support
- **Crisis response support:** Be a liaison for logistics for congregational care responses in urgent situations for church members and the community at large (Barnabas Fund) utilizing deacon ministries as appropriate
- **Member communication:** Manage correspondence related to pastoral care, life transitions, and congregational connection

III. Administrative Team Leadership & Operations

- **Team supervision:** Provide oversight, coaching, and professional development support to Administrative Assistants; conduct annual performance reviews and address performance concerns as needed
- **Workflow coordination:** Ensure administrative staff are meeting ministry leader expectations; facilitate clear communication between administrative staff and their dotted-line supervisors; address workflow issues proactively
- **Process improvement:** Proactively analyze and streamline administrative workflows across ministry areas; identify opportunities for efficiency, synergy, and improved ministry effectiveness
- **Systems management:** Evaluate and implement new tools and technologies (including AI solutions) that enhance administrative effectiveness while maintaining the church's mission and culture; optimize existing systems for maximum efficiency
- **Reception coverage:** Ensure phones and in-person inquiries are answered professionally when the reception desk is unattended; coordinate coverage schedules among the administrative team
- **Training and development:** Identify training needs and facilitate ongoing learning opportunities for administrative staff

GENERAL DUTIES

- Attend monthly All Staff Meetings and appropriate team meetings as requested
- Follow and support "The Constitution of the Presbyterian Church (U.S.A.), Part II, Book of Order" (current edition)
- Follow and support Lake Grove Presbyterian Church's polity, goals, mission, policies, and procedures
- Other duties as assigned

EDUCATION & PROFESSIONAL QUALIFICATIONS

- Bachelor's degree or equivalent professional experience
- 10+ years of experience providing administrative support, including 3-5 years in a lead/supervisory capacity or executive support role
- Strong professional communication skills, including executive-level writing and editing with exceptional attention to detail
- Sound judgment and ability to respond appropriately to sensitive requests and situations
- Demonstrated ability to effectively manage multiple priorities and deadlines simultaneously
- Ministry attitude: Ability to serve individuals with Christian compassion, patience, and grace
- Position of trust: Ability to operate with discretion and professionalism while handling sensitive information; demonstrated capacity to maintain absolute confidentiality
- Team player and collaborative problem-solver: Reliable, active listener, ready to help, support, and respect others; strong sense of teamwork and proven ability to lead groups to achieve shared goals
- Tech-forward mindset: Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and church database systems (Realm); experience with graphic design tools (Canva) a plus; willingness to evaluate, learn, and champion new systems and tools
- Understanding of Presbyterian polity and worship practices preferred
- Ability to use general office machines and equipment, including multi-line phone systems and postage machines

PHYSICAL REQUIREMENTS

The conditions listed are representative of those a team member must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Environment: Standard office setting
- Physical: Sufficient physical ability to work in an office setting and operate office equipment; ability to sit for extended periods; continuous hand and wrist work, including grasping; occasional lifting of items up to 50 pounds
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents
- Hearing: Hear in the normal audio range with or without correction

RELATIONSHIPS

Collaborates with all staff, pastors, elders, trustees, and congregational members. Works closely with ministry leads to understand their administrative needs and ensure their dotted-line reports are well-supported.