

## Job Description

Position: **Office Manager**

Category: Part Time

Supervisor: Pastor

**PURPOSE:** To serve Jesus Christ through Community of the Cross Lutheran Church by coordinating the day-to-day operations; providing leadership and support to staff and members; and coordinating the scheduling and communication of the programs and ministries.

### Office Management

- Provide friendly, professional customer service to members, visitors, and staff.
- Oversee and train any office volunteers and ensure phone coverage and office support.
- Order and organize building supplies and oversee technology maintenance.
- Maintain clean, organized office environment.
- Maintain office policy and procedure documentation.
- Receive & distribute mail including keeping postage.
- Provide resources for technology and other support, including IT troubleshooting.
- Provide administrative and resource assistance to the Pastor, church officers, and commissioners as requested to assist with the implementation of the vision, mission, and ministries for the church.
- Coordinate with Pastor on members who require special care or visitation.
- Other duties as assigned.

### Publications & Communications

- Coordinate and facilitate the production of the weekly worship service bulletins and PowerPoint presentations.
  - Work with Pastor, music staff and children's ministry on worship components including liturgy, special music, and more.
- Be the point person for all church announcements to ensure weekly announcements are up-to-date and meet the direction of lay leaders and Pastor.
- Create and distribute weekly emails to all congregation members.
- Keep email distribution list accurate and up-to-date.
- Create paper and online sign up for all church volunteer needs.
- Send prayer requests to the prayer coordinator and inform pastor of all changes.
- Layout, enter and prepare Crossbeam newsletter.
- Provide content and update website per church news and events.
- Coordinate the material and print CCLC's annual report including congregation mailings according to CCLC's constitution.
- Keep church sign up to date.
- Support Stewardship in annual campaign including mailings, printing and more.
- Design & produce special publications as needed by staff and other congregation leadership.

## **Membership & Attendance Records**

- Maintain and update all member records.
- Record weekly member attendance in church database.
- Keep spreadsheet of monthly and yearly attendance compared to previous years.
- Create monthly parochial reports for church council & monthly newsletter.
- Maintain visitors list and follow up with mailings and potential new members.
- New Members
  - Work with Pastor on welcome dinner, setting up new member meeting.
  - Have new members complete a church record form.
  - Transfer or send letters to previous churches if necessary.
  - Update all records in church software.
- Prior Members
  - Respond in a timely manner to all requests for baptism records, transfer letters or any other church record information.
- Update Master Book with member's life events.
- Go through membership roster each year with Pastor to review membership classification.
- Make sure church directory information is available to members through an outside directory company or by providing updated internal directories.
- Create certificates for baptism, confirmation, and other faith milestones.
- Provide yearly roster statistics to the ELCA.

## **Building & Grounds**

- Maintain building key log and security system updates including instructions to those with access.
- Keep the master building use and program calendar, ensuring accurate and up to date information on the Google calendar posted on the church website.
- Coordinate and facilitate all aspects of building use by internal groups and outside groups including, but not limited to:
  - addressing inquiries
  - scheduling
  - maintaining forms
  - collecting necessary information
  - invoicing & collecting fees for building use.
  - communicate with Building and Grounds personnel
  - provide Custodian with set up information.
  - key distribution and records.
- Manage building supplies and purchase anything needed.
- Work with building and grounds commission on building repair needs or other building specific requests.

## Qualifications and Competencies

### Minimum Requirements:

- Personal relationship with God through faith in Jesus Christ
- Three years or more of related work experience.
- Fluency in Microsoft programs (including Word, Excel, Publisher).
- Strong sense of organization with strong attention to detail and accuracy, balanced with a willingness to be flexible and adaptable to the needs of the position.
- Demonstrated excellent communication, both written and verbal
- Excellent interpersonal and people relationship skills
- Must have an ability to multitask and prioritize tasks with multiple interruptions a day.
- Must be a self-starter and able to prioritize responsibilities without much guidance.
- Willingness and ability to successfully pass a background check.

### Physical Competencies:

- Able to move freely around the office and church building.
- Able to lift to 40 lbs.
- Able to sit at a desk for extended periods of time, using and answering the telephone, and utilizing a computer keyboard.

### Compensation:

This is a part-time position based on a 20–25-hour work week. Salary is dependent on experience and range of \$15-\$18 per hour. Employee performance will be reviewed annually with respect to cost-of-living and employee contribution.

**Accepted by:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Revised 4/2021