

ALDRSGATE UNITED METHODIST CHURCH

Church Office Manager

Job Description

2015 SPRC Committee

09/07/17

Job description of the Office Manager Core Responsibilities, Principle Duties, Capabilities and Competencies.

OVERVIEW

PURPOSE OF THE POSITION

The Office Manager is responsible for organizing and coordinating office operations and procedures to ensure organizational effectiveness and efficiency.

SCOPE

The Office Manager reports to the Pastor and The Staff Parish Relationship Committee (SPRC) and is responsible for providing office management services to the AUMC Office. This includes maintaining office services and efficiency, supervising office activity and maintaining office records.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

Core Responsibilities & Principal Duties

1. Manage Day-to-Day Operation of the AUMC Office
2. Organize Office Operations and Implement Best Practices and Procedures
3. Facilitate and Manage Building Use
4. Serve as the Primary Office Contact
5. Provide administrative support to the Pastor and key church leaders
6. Manage Multiple Forms of Correspondence
7. Maintain and Manage Congregational Records, Provide Statistics & Reports
8. Liaise with Outside Agencies, Organizations and Groups
9. Understand the Business of a United Methodist Religious Office
10. Prepare Staff Time Sheets for Payroll
11. Identify Office Automation Opportunities to address emergent needs and provide recommendations for improvement to IT/ Church Council

Detail

Core Responsibilities & Principal Duties

I. Manage Day to Day Operation of the AUMC Office

1. Coordinate the church's Master Calendar (electronically).
2. Verify calendar entries by confirming room locations and time with appropriate chairpersons and/or outside organizations.
3. Prioritize work based on the daily, weekly, and monthly calendar.
4. Manage, maintain and publish the Church Calendar on the Aldersgate Website.
5. Post relevant information on the AUMC public web site, including calendar changes, events, news stories, and other information that is relevant to the congregation and public at large. Maintain the fluidity of content daily and weekly.
6. Prepare daily office email correspondence as necessary.
7. Prepare and post sign-up sheets for church activities.
8. Manage all office equipment. Develop and maintain a log for preventive maintenance contracts and follow-up with vendors regarding routine service.

II. Organize Office Operations and Implement Best Practices and Procedures

1. Update data in the church database weekly. Manage and verify the weekly backup of data.
2. Track worship attendance and send welcome letters to visitors, identifying newcomers to AUMC by appropriately sending brochure and notifying pastor and lay leader of same.
3. Receive, open and sort incoming mail. Forward to appropriate staff members noting items requiring immediate attention.
4. Verify monthly utility and office supply invoices. Charge appropriate cost centers and submit to Treasurer for payment.
5. Maintain petty cash drawer and prepare monthly reconciliation report for the Treasurer.
6. Maintain bulletin boards by keeping notices up-to-date, relevant and uniform. Prepare and post birthday list as determined.
7. Maintain appropriate level of office supplies and order supplies for the Pastor and Director of Christian Education as requested. Order and schedule the delivery of special church bulletins, envelopes, etc.

III. Facilitate and Manage Building Use

1. Maintain detailed electronic master calendar of all building use.
2. Respond to requests for space by providing the proper request forms. Forward requests to Trustees upon receipt.
3. Coordinate weddings, baptisms and the use of church in consultation with the Pastor.
4. Maintain a log for Trustees to track property borrowed by members for home use (such as chairs and tables).

IV. Serve as Primary Office Contact

1. Act as receptionist/host for all visitors arriving at the church office during business hours.
2. Monitor visitor activities to be in compliance with the church's safe sanctuary policy.
3. Answer the church telephone as receptionist during church business hours while on duty.

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4. Screen callers to determine urgency and forward calls to appropriate staff or committee chair. Take appropriate messages including telephone numbers and deliver to designated person.
5. Retrieve voice mail and e-mail messages daily and answer as appropriate or forward to appropriate person.
6. Maintain and administer the church's voice mail system.

V. Provide Administrative Support to the Pastor and key Lay Leader Roles

1. Provide Administrative Assistant services to the church committees as time permits and as approved by the Pastor.
2. Act as recording secretary for the monthly Church Council meetings and the Annual Charge Conference. Prepare and distribute the minutes of these meetings on a timely basis. Send out meeting reminders to committees as requested.
3. Create PowerPoint presentation materials for the pastor and committee chairpersons as requested.
4. Generate reports as needed by Pastor or for Committees or Council meetings.
5. Generate correspondence as requested by the Pastor.
6. Trouble-shoot / resolve computer questions as needed by Pastor or Staff.
7. Coordinate the activities of volunteer office workers.
8. Coordinate the lay responsibilities for the Sunday worship service(s) by reminding the volunteers of their commitments (greeters, ushers, readers, communion stewards, etc).
9. Contact florist to arrange flower delivery for Sunday worship on a weekly basis.

VI. Manage Multiple Forms of Correspondence / Reports

1. Word-process, publish and prepare Sunday bulletins, letters with enclosures, and notices for special services and special events throughout the year.
2. Manage the collection, word processing, and collation of items for the Annual Report, including the cover design.
3. Coordinate all publishing activities for the Advocate (monthly newsletter). Request articles; prepare layout and edit written material as necessary. Word-process, photocopy, prepare and deliver the completed documents to the Post Office.

VII. Maintain and Manage Congregational Records, Provide Statistics & Reports

1. Maintain church database by recording and revising demographic data as necessary for mailings, memberships, attendance, etc.
2. Maintain electronic files and associated electronic correspondence in a way that enables easy access, convenient searching and retrieval.
3. Maintain paper files of necessary documents as required by the Pastor, lay leaders, or committee.
4. Generate mailing labels, reports and statistics as requested.
5. Provide certificates of membership and baptism as requested.

VIII. Liaise with other agencies, organizations and groups

1. Coordinate the scheduling, access and management of service providers (painters, plumbers, and office equipment repairs) to the church under the direction of the Trustees. Work effectively with all community-based vendors and services to serve the best interests of the church.
2. Interact effectively with a variety of church constituents to gather specific information needed for church-based communications.

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3. Prepare and provide publicity to the newspapers and other media outlets as directed by Pastor or committee chairpersons.

IX. Understand the Business of a United Methodist Religious Office

1. Anticipate and help coordinate seasonal needs of the church including quarterly, semi-annual events, annual events, activities and conference events. (i.e. Lent, Advent, including anticipation of office and scheduling needs).
2. Be familiar with religious language required for bulletins and other printed materials.

X. Prepare staff time sheets for Payroll

1. Prepare and submit timesheets of hourly employees and salaried staff to the payroll company on a bi-weekly basis.
2. Distribute paychecks to staff mailboxes upon arrival.

XI. Identify Office Automation Opportunities to address emergent needs

1. Leverage office productivity tools such as MS Publisher to enhance and automate weekly bulletins, special events bulletins and yearly annual Reports.
2. Identify ways to automate the publishing of the Advocate (monthly newsletter).
3. Automate calendaring process using the AUMC website electronic calendar
4. Use web browsers (e.g., Internet Explorer, Google Chrome, etc.), to search public web sites for specific content or general information based on search criteria provided by the Pastor, lay staff, or volunteers. Based on those criteria, independently develop additional criteria that are used in the search of public web sites.
5. Provide recommendations for automation improvements to IT and Council.

Basic Requirements

Knowledge

The Office Manager must have proficient knowledge in the following areas:

- ✓ Office Management and Administration
- ✓ Facilities Management and Scheduling
- ✓ Organizational Program Calendaring
- ✓ Proficient with computers, preferably Windows-based productivity tools
- ✓ Understands and uses social networking tools such as Face Book, Twitter, Google etc.
- ✓ Electronic file management, document and content management
- ✓ Ability to maintain a high level of accuracy in preparing and entering information in an automated environment

Skills & Competencies

The Office Manager must demonstrate the following:

- ✓ Excellent interpersonal skills
- ✓ Analytical and problem solving skills
- ✓ Decision making skills
- ✓ Effective verbal, listening and communications skills
- ✓ Effective written communications skills
- ✓ Effective time management and organizational skills
- ✓ Attention to detail and high level of accuracy
- ✓ High proficiency level with productivity tools, including but not limited to the following:
 - Microsoft Office Suite – MS Word, Power Point, XLS Spreadsheet, MS Publisher and eMail Exchange
 - Web Navigation with browsers such as Internet Explorer and Google Chrome
 - Database and church records management

Personal Attributes

The Office Manager must demonstrate the following personal attributes:

- ✓ Honest
- ✓ Trustworthy
- ✓ Respectful
- ✓ Dependable
- ✓ Able to keep confidentiality when performing duties of finance and pastoral administration
- ✓ Demonstrate a sound work ethic
- ✓ Possess cultural awareness and sensitivity to differences
- ✓ Flexible, able to work in the midst of interruptions
- ✓ Personable and friendly in person or by phone