

# **Celebration Lutheran Church**

## **Office Manager**

### **Position Description**

#### **SUMMARY**

This 20 hour per week position is responsible for facilitating the operations of Celebration Lutheran Church by preparing documents, relaying information, and ordering office supplies; serving as the face of the church, when required.

#### **DUTIES AND RESPONSIBILITIES**

- Project a sincere attitude of warmth and Christian love to all who interact with the church office.
- Present and promote a positive image consistent with the image of Celebration Lutheran Church.
  - *Celebration's Mission Statement: "Celebrating God through our connections with one another, the community, and the world!"*
- Act as receptionist to those who visit the church, providing friendly, helpful assistance in a business-like manner.
- Work under the direction of the Senior Pastor and report directly to the Senior Pastor. This includes pastoral support functions such as the typing of correspondence, making telephone calls, locating materials, office coordination, filing, etc.
- Attend church staff meetings as requested by Pastor.
- Be a team player (flexible), support and cooperate with other staff members.
- Responsible for answering the church telephone and providing customer service.
- Receive and sort incoming mail, distribute to proper individuals or committees.
- Responsible for or supervise others in editing, copying, collating and assembling all service bulletins as needed. Additionally, filing one copy for records.
- Manage other aspects of the worship experience, to include:
  - updating Prayer List and the weekly newsletter each week
  - making copies of children's bulletin
  - preparing sign-up charts for altar flowers and holiday flowers and plants; order same in a timely manner
  - maintaining supply of cards, envelopes and pencils for pew pockets and fill pockets as needed
  - replenishing visitor packets and replacing newsletters
- Creation of monthly and weekly newsletters.
  - Distribution of newsletters as appropriate.
- Ordering annual report covers and/or supervise others in editing, copying, collating and assembling the annual report so it is available to the membership the Sunday before the Annual Congregational Meeting. Additionally, filing one copy.
- Building key distribution under the direction of the Pastor or Council President. Follow up with individuals needing to return keys after short term use.
- Record and maintain church records on the computer and in the Parish Register
  - membership, address and name changes,
  - transfers
  - baptisms

- marriages
- deaths and funerals
- communion
- confirmations
- new members
- council members
- inactive and removed members
- Maintain files of the following church related documents
  - insurance policies
  - loans, mortgages, etc.
  - contracts with outside vendors
  - secure staff personnel files
  - church budgets
  - monthly and annual income and expense reports
  - Minutes to all Church Council meetings and Congregational meetings
  - incoming and outgoing church office correspondence
  - special event papers that document the church history
  - other files the Pastor or Church Council determine to be necessary to retain
- Responsible for or supervise others in editing, copying, collating and assembling the annual standard church directory. Maintain an up-to-date copy at all times in the church office.
- Type, copy, stuff, sort and mail church mailings.
- Maintain all church calendars to include:
  - schedule and record use of all building space to include filing of proper forms/requests and collection of fee as required
  - schedule and record use of all equipment which can be loaned out.
- Order office, Sunday school, worship, and pastor supplies as needed
  - Confirmation Duties
    - prepare certificates
    - order gifts
  - Baptism Duties
    - prepare certificates
    - give certificates, baptismal candle and baptismal napkin to pastor
    - if baptismal napkin supply is low, notify appropriate person or order online
- Control petty cash, recording all disbursements for audit and requesting replenishment as needed
- Contact the appropriate person when a funeral meal is requested
- Maintain communication boards and bulletin boards as assigned
- Take responsibility for the recruitment of volunteers to assist with office duties as needed.
- Arrange, obtain approval for, and train substitute for Office Administrator as needed.
- Other duties as required or as directed by the Pastor.

## **SUPERVISORY RESPONSIBILITIES**

- No direct or indirect supervisory responsibility.
- Direct supervision received from Pastor.

## QUALIFICATIONS

High School diploma or general education degree (GED), or one to three months related experience and/or training, or equivalent combination of education and experience.

### COMPUTER SKILLS REQUIRED:

- Microsoft Office Suite Software
- Microsoft Publisher (or equivalent)
- Electronic Mail Software (Gmail)

### OTHER SKILLS REQUIRED:

- Experience in administrative or office management roles is preferred.
- Prior experience creating and maintaining databases
- Advanced computer literacy (Windows)
- Appreciation for minutiae

## COMPETENCIES

- **Attendance/Punctuality** – is consistently at work and on time; Ensures work responsibilities are covered with absent; Arrives at meeting and appointments on time.
- **Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keep commitments; Completes tasks on time or notified appropriate person with an alternate plan.
- **Diversity** – Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.
- **Ethics** – Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** – Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Occasionally required to stand.
- Continually required to sit.