

ZION EVANGELICAL LUTHERAN CHURCH  
Position Description: Office Administrator

**Position Title:** Office Administrator

**Accountable to:** Pastor/Council

**Staff Category:** Full-time, benefited

**Summary:** The office administrator is chiefly responsible for providing administrative and clerical support for the day-to-day operation of Zion Evangelical Lutheran Church. As part of this responsibility, he/she will coordinate with Let-Me-Shine director, the resident property manager and give secretarial assistance to the clergy and congregational council. We do not require that the office administrator share our faith, but expect her/him to be sympathetic to our work. Desirable traits include: cheerfulness, cooperative effort, appropriate assertiveness; flexibility; discretion in certain matters; ability to multi-task, plan and carry out projects, and meet deadlines without close supervision.

**Hours:** Full-time expectations; Monday-Friday, regular daily hours

**Overall Duties and Responsibilities:**

1. Create a welcoming environment for all members, visitors, parents and the general public. As initial contact for the church, be knowledgeable about services and resources available, and direct accordingly.
2. Participates in the formulation of office policies and operations; assists and provides input to determining goals for the church office.
3. Assists with building staff/personnel planning, oversees and/or processes employment documents, and provides information on administrative procedures and requirements to council and/or staff.
4. Develops and implements systems and processes to establish and maintain records for the church office.
5. Manages daily administrative operations of the church office (document creation, database management, etc.).
6. Administers building security and safety procedures as appropriate to the operating environment; assists in coordinating building activities as appropriate among pastors, council, resident property manager.
7. Coordinates and assists in building/administrative needs of Let Me Shine! Christian Play and Preschool; serves as greeter/reception for current and prospective students/families; serves as after hours contact (within church work hours) for preschool (receive tuition checks, give school contact information, basic school "brochure" information, refer phone numbers/website, etc.)
8. Other duties as assigned.

**Requirements:**

- Proficiency in MS Office and MS Publisher, and data base management system.
- Proficiency in social media systems.
- Ability to work independently and appropriately manage time.
- Ability to interact with diverse community which includes: Zion Lutheran Church members, friends, and guests; neighborhood around church; Let Me Shine staff and parents; vendors; suppliers; contractors; etc.
- Flexibility regarding task interruption and awareness that the church office is not a private space.
- Clear understanding of the church liturgical style and Zion's unique operating style.
- Bulk mailing experience helpful.
- Ability to coordinate with the resident property manager.

**General Duties:**

- Prepare weekly bulletin(s) including: designing, copying, folding, adding insert;
- Prepare monthly newsletter including: designing, writing; copying, folding, labeling, and bulk mailing;
- Prepare funeral, marriage, special event bulletin(s)/program(s) including: designing, copying, folding;
- Design/produce Annual Reports;
- Create notices, announcements, and sign-up sheets;
- Design and post on happenings on social media;
- Maintain effective communication with all stakeholders;
- Coordinate with accounts receivable/payable;
- Maintain church events/facilities calendar;
- Maintain office files;
- Maintain files on Council Reports;
- Maintain Zion membership directory and database in Shepherd Staff software;
- Maintain schedule for building use by outside parties and payment of custodian for special events;
- Maintain petty cash fund;
- Maintain volunteer lists;
- Answer phones, field basic inquires, forward calls as appropriate, take messages;
- Distribute incoming mail; receive and expedite deliveries;
- Order office supplies;
- Order appropriate altar flowers according to season;
- Coordinate with altar guild any special requests or changes affecting their setup;
- Organize and maintain yearly counters (offering) schedule;
- Organize and update bulletin boards;
- Be available to help Let Me Shine! in any of it's needs;
- Flexibility in your job description and responsibilities, because they WILL change;
- Know where everything is because everyone will ask YOU!

**INFORMATION CONFIDENTIALITY AND SECURITY**

- Privileges are determined by Senior Pastor and Congregational Council President.
- In collaboration with Senior Pastor, determine "need to know" and access levels.
- Adequate training about institutional data policies and confidentiality to be respected.

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| Updated:12/18 |
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