

Flemington United Methodist Church Office Manager Job Description

JOB SUMMARY

Under the direction of the Pastor, the Office Manager will oversee the day-to-day administrative operations of the Flemington United Methodist Church (Flemington UMC), manage tasks such as but not limited to maintaining member records, handling correspondences, coordinating events, provide support to the Pastoral staff, and other duties as may be assigned from time to time. The Office Manager is the primary point of contact for visitors and inquiries, while upholding a welcoming and professional atmosphere. The Office Manager must maintain a professional relationship with the Pastor, Staff, Leadership Council, Ministry Members, congregation and community. The Office Manager must create and maintain a pleasant and safe work environment, ensuring high levels of organizational effectiveness and communication with, and for, the Pastor and ministries of Flemington UMC. The Office Manager must keep in strict confidence information acquired through the duties of this position which may be personal in nature to church members and/or staff. Ultimately, the Office Manager will ensure the smooth running of the Church office and help to improve Church procedures and day-to-day functions.

CORE COMPETENCIES

- **Communication:** Creates and distributes newsletters, manages church website and social media, and communicates with church members and visitors.
- **Pastoral Support:** Assists the Pastor with administrative tasks, and provides support to church staff and congregation.
- **Management:** Demonstrates commitment and flexibility. Understands his/her leadership style and adapts to meet the needs of the situation. Organizes and locates resources (people, funding, material, support, etc.) to get things done.
- **Administrative:** Answers telephone calls, manages emails, maintains church calendar, schedules appointments, updates member database, processes mail, prepares and distributes church bulletins.
- **Interpersonal:** Demonstrates the ability to work well with others. Demonstrates the skills of active listening and openly accepts feedback. Productively engages and resolves interpersonal conflicts. Interacts in a spirit of love. Engages people positively, with a demeanor of optimism.
- **Events Coordination:** Single point of contact for all church events, building rentals, and volunteers. Coordinates with church event planners.
- **Team Orientation:** Demonstrates interest, skill, and success in team environments; promotes group goals ahead of personal agenda; proactively offers assistance to other members of the team; accepts support from others; understands and supports the importance of teamwork; shares credit for success with others; takes responsibility for his or her part in team's missed opportunities.

CORE COMPETENCIES (Continued)

- **Commitment to Excellence:** Takes pride in work and strives for excellence to achieve the best possible results. Looks for opportunities to improve work practices, generates ideas for improvement, pays attention to the quality of work, and perseveres when difficulties arise. Tries innovative ways to get things done, considers situations from new perspectives, and evaluates work results for effectiveness.

QUALIFICATIONS

- Supportive of the mission and goals of Flemington UMC; familiarity with working in a faith-based organization a plus.
- Excellent customer service skills.
- Understanding of church operations and procedures.
- Undergraduate degree or equivalent experience.
- Ability to meet daily/weekly deadlines for the preparation of printed as well as online communications.
- Proficient with Microsoft Office Suite, including Word, PowerPoint, Excel, and Publisher; able to work with church databases.
- Familiarity with other programs used regularly by staff and volunteers including: Outlook, Google Drive, Mail Chimp, etc.
- Strong communication, organization, planning and office support skills.
- Excellent organizational and time management skills.
- Creative problem solver; shows initiative.
- Financial trustworthiness and integrity.
- Ability to work independently and as part of a team.
- Data entry and typing skills.
- Must have a valid driver's license and the ability to pick up supplies or deliver mail to the post office as needed.
- Ability to lift up to 30 pounds.

RESPONSIBILITIES

A. ADMINISTRATIVE

1. Greets and directs all visitors to the Pastor, staff or resources in a friendly and helpful manner.
2. Conveys hospitality and friendliness to all who enter the Flemington UMC and provides administrative support to program staff and ministries.
3. Supports the Pastor, Staff, Ministries and congregation with administrative duties such as scheduling, copying, mailings and data entry.
4. Orders office supplies, postage, kitchen supplies and cleaning supplies.
5. Ensures that office equipment is maintained and in working order. Arranges for repairs as needed.
6. Coordinates events such as funerals, weddings, baptisms, and other special events under the direction of the Pastor and/or church leadership which includes but not limited to ordering food, ordering supplies, printing programs, and coordinating with events planners.

7. Receives and directs phone calls in a friendly and helpful manner. Ensures that the phone is answered during business hours. Maintains phone messaging system.
8. Coordinates and produces all church mailings, organizing volunteers to assist as needed.
9. Keeps the church office and reception area neat and welcoming.
10. Oversees filing, entering data and other office duties as needed or directed.
11. Oversees the preparation and distribution of the church newsletter.
12. Ensures website and social media are up to date.
13. Maintains a master schedule calendar of the total church program and church usage, including committee meetings and communicates these events as necessary to the leadership council, congregation and community.
14. Schedules events, including weddings, funeral, etc. (in consultation with the Pastor). Sends out corresponding policies, notates fees involved and ensures those fees are paid in advance, refunds deposit (if necessary) and informs all planners and staff know their responsibilities for events.
15. Communicates with the cleaning vendor for regular services or any events that will require additional services.
16. Assists in maintaining accurate records for all church insurance coverages. Duties include workman's compensation cases and correspondences, as well as a yearly audit performed with the insurance company.
17. Maintains a working list of all church members and assists the Pastor with membership reports for Annual Conference.
18. Maintains records of all baptisms, and deaths also prepares certificates as necessary.
19. Maintains church directory, including contact information, birthdays, and anniversaries.
20. Prepares and mails district reports as needed, including statistical year-end reports and Charge Conference reports.
21. Maintains security of vital records, currency, and keys.
22. Communicates with contractors for building maintenance needs.

B. SUNDAY MORNING WORSHIP PREPARATION

1. Ensures the church is ready for Sunday morning worship.
2. Prints Bulletins.
3. Ensures the Sanctuary, Fellowship Hall, Restrooms and all other common areas are clean and orderly.
4. Ensures communication devices are charged and in working order. Provides the Worship line-up.
5. Orders communion supplies and other worship supplies as needed.
6. Coordinates supplies for special occasions such as baptism, candles, etc.
7. Assists with set-up as requested.

C. FACILITIES AND MAINTENANCE

1. Ensures that the church building and equipment are clean and in working order.
2. Collaborates with janitorial staff to determine needs and orders cleaning supplies.
3. Arranges for annual fire extinguisher inspection.

4. Ensures that thermostats are programmed appropriately, according to scheduled events and season of the year.
5. Coordinates necessary facility repairs.
6. Coordinates lawn care, trash removal, snow removal and other facility needs. Ensures that contracts are up to date.
7. Serves as the contact person for deliveries, while maintaining positive relationships with all vendors.

D. SKILLS DEVELOPMENT

1. Participates in annual training events as available to increase and expand skills pertinent to position as Office Manager.
2. Attends other training sessions as agreed with the Pastor in coordination with the SPRC.

DETAILS

- Part-time hourly Staff Position.
- 12 hours per week; Tuesday – Friday, 9:00 AM – 12:00 PM.
- Five (5) paid vacation days and no other benefits.