MOUNT HOPE UNITED METHODIST CHURCH

Aston, Pennsylvania OFFICE MANAGER

# Position Description

The Office Manager is a forty-hour per week full-time employee who administers the secretarial and clerical functions of the church office. The Office Manager shall be directly accountable to the Senior Pastor, who is the general supervisor for all church staff, after policy and personnel recommendations are made to the Administrative Board through the Staff Parish Relations Committee. (SPRC).

1. POSITION EXPECTATIONS

1. RELATIONAL SKILLS

The ability to relate well to people as he/she answers the telephone, meets people in the church office, works with volunteers, or deals with members who may be upset with other staff, programs, other members or those who expect the Office Manager to know everything or do everything at a moment's notice.

1. CLERICAL SKILLS

Proficient with MS Office Suite, knowledge of other software programs used in the office such as Servant Keeper and calendar creator. Accuracy and responsibility for the quality of work must be a priority. He/she must have the knowledge and skill to operate other office equipment such as the copier and folding machine and be willing to assist others.

1. ORGANIZATION SKILLS

The ability to organize and operate an efficient office and to budget time effectively. All work to be done will be given to the office manager who will either be responsible to do it personally or delegate it to volunteers. If there is a question on work priority, the Senior Pastor shall be consulted.

1. INTEGRITY

The ability to handle monetary funds, sensitive information, or confidentiality with uncompromising integrity. If the office manager cannot be loyal to the pastors and other staff members, their leadership will be undermined and the ministry of the church will suffer.

1. FLEXIBILITY

Someone who needs a tightly structured routine will find the church office intensely frustrating, No two days are alike and hardly an hour goes by without an interruption. The office manager needs to be flexible and able to adjust to whatever the day may bring.

1. RESPONSIBILITY
	1. GENERAL

l . Open and close the office at stated hours.

* + 1. Answer the telephone and meet people who come to the church office.
		2. Take messages and relay them promptly to the pastors or other staff.
		3. 4. Supervise the placement of material on the bulletin board.
		4. Keep current information for those who call about church programs.
		5. Keep the church calendar current both in the computer and on the office wall, which will serve as the "master" calendar for the congregation. Advise the pastors or other necessary leaders of the changes.
		6. Maintain the prayer requests needs with current information
		7. Call for any service needed to maintain office equipment and be certain service contracts are kept current.
		8. Effectively supervise and coordinate all office volunteers.
		9. Add work is to be done in a timely fashion.
		10. Attend staff meetings held in the evenings.
	1. CLERICAL
		1. Receive all mail; sort and distribute to proper person(s).
		2. Organize and keep files current in the church office, including the maintenance and archiving of computer files.
		3. Process any mailings sent to the congregation or groups as requested. This could include typing, printing, folding, collating, stuffing, attaching labels or postage, sorting or binding for delivery to the Post Office and supervision of any volunteers used.
		4. Process correspondence as directed by the pastors (including that for District or Conference responsibilities) or church leaders.
		5. Send out church bulletins weekly to homebound members or those with long-term hospitalization or convalescence.
		6. Order and maintain an inventory of all office supplies or materials needed by the staff or other church leaders.
		7. Keep a record of weekly attendance for all services, including Sunday evening or special services such as Christmas Eve, Baster Sunday, Ash Wednesday, Maundy Thursday, Good Friday, etc.
		8. Gather any necessary information (including Visitations Pastor's update) and prepare the weekly or special church worship bulletin and any inserts (type, edit, proofread, copy, fold and insert). Supervise any volunteers used. Email The Messenger to the Contemporary Worship Director, Email all pertinent worship information (sermon title, hymns, etc.) from the pastors to the worship staff. Advise the communion steward of the method of serving.

Weekly, updated Worship Directory information to local newspapers.

9, Assisted by the Senior Pastor, gather material for and prepare and bulk mail

(with the assistance of volunteers) the monthly newsletter, "Word of Hope".

10. Open email directed to the church office and respond accordingly or print/ forward email to/for the pastors.

1 1 . Backup the main computer database and the Servant Keeper membership database weekly.

1. Every other month, upload the membership file to the offering envelope company.
2. Support the Mount Hope website with timely, pertinent information.
3. During the heating season, program the heat each week in the various zones, in accordance with the needs of the scheduled events.

C. RECORDS AND PROCEDURES

1. Church Membership: Keep all membership records current in the computer, permanent record book, etc. This will include changes of address, letters of transfer given or received, marriages, baptisms, etc. Notify the pastors or other necessary persons.
2. Prospective Members: Maintain lists of prospective members, at the direction of the pastors send a letter of invitation, prepare materials needed for the Membership or Confirmation Classes, send for any letters of transfer needed, send mailing to "Fellowship Friends", put pictures and information about new members in the bulletin and "Word of Hope", prepare certificates of membership, prepare church envelopes, update church membership records, print updated membership directory.
3. Births: Notify Flower Chairperson so a rose bud can be ordered for the altar. Send a letter from the Pastor welcoming the new baby.

111. COMPENSATION AND BENEFITS

1. HOURS

Regular hours will be 8:00 a.m. to 5:00 p.m. Monday through Friday with one hour for lunch unless a request is made by the Office Manager and approved to work through lunch period and leave at 4:00 p.m.

As a salaried employee, a situation may arise that requires working extra time, or there may be times when the employee arrives late, leaves early, or needs some other time off during a regular working day. When any of these situations occurs, the Senior Pastor shall be consulted. Equivalent time shall be compensated within thirty (30) days with the approval of the Senior Pastor. The employee shall record these hours on the appropriate time card in the church office.

1. VACATION

Paid Time off time is based on the following schedule:

5 days — after 1 year service 10 10 days — after 2 year’s servce

15 days after 5 year's service,

The Senior Pastor shall be notified in writing 2 weeks in advance of plans to take vacation.

1. HOLIDAYS

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| New Year's Day | Presidents Day | Thanksgiving Day |
| h Day Good Friday | Memorial Day | h Day Christmas Eve |
| Easter Monday | Independence Day | Christmas Day |

 Martin Luther King Day Labor Day

When a holiday falls on a Saturday or Sunday, the Office Manager will get the following Monday off unless an exception was approved.

1. SICK/PERSONAL LEAVE:

After successful completion of the ninety-day probationary period, the Office Manager will receive five (5) paid sick/personal leave days per year, which may be carried over to other years if not used. The "banked" days will not be compensated upon termination of employment. When one of these days is to be used, the Senior Pastor shall be notified. Notification should be given in advance of the day(s) whenever possible.

1. REMUNERATION

The position of Office Manager shall be a salaried position with recommendations made yearly by the Staff Parish Relations Committee.