

# St. John's Lutheran Church

## Office Manager

### Job Description

**JOB TITLE:** OFFICE MANAGER  
(updated 8/19/10)

**EFFECTIVE DATE:** 11/9/10

#### **SUMMARY DESCRIPTION:**

Provides administrative and secretarial support to the Pastor and the Associate in Ministry as required; and, as appropriate, provides administrative support to congregation members. Serves as receptionist and greets visitors. Supervises and coordinates volunteers performing various functions at the church throughout the week; supervises the part-time bookkeeper who does data entry & bookkeeping; supervises other volunteers for one-time assignments and special projects. Supervises, tracks, and coordinates special projects.

#### **REQUIREMENTS:**

1. Must be able to work independently with limited supervision.
2. Must have a basic knowledge of bookkeeping and accounting processes.
3. Must be proficient in all software utilized by St. John's including but not limited to Microsoft Office, Shepherd Staff church management software.
4. Must be efficient and organized in work processes.
5. As the first point of contact for St. John's, this position must project a professional, friendly, positive, courteous demeanor to the public.
6. Must maintain confidentiality in all matters related to Church business.

#### **RESPONSIBILITIES AND OUTCOMES:**

1. Must meet weekly, monthly, and annual deadlines.
2. Serves as receptionist to answer phone calls and greet visitors.
3. Supervises part-time bookkeeper and various volunteers.
4. Ensure that the weekly bulletin and inserts and the monthly newsletter are produced on time.
5. Supervises the counting, accounting, and deposit of the weekly offering and process other deposits.
6. Supervises the preparation and distribution of member contribution reports by bookkeeper.
7. Annual report / Parochial report.

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor Name**  
**(Please Print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

The above is intended to describe the principle responsibilities and outcomes, and the associated requirements, as well as the work environment. It is not intended as an exhaustive list of all aspects of the job.

**Specific Job Functions**  
**OFFICE MANAGER**

**DAILY**

- Serve as receptionist to answer phone calls and greet visitors
- Coordinates building use calendar for events, etc.
- Mail (open and distribute)
- Supervise PT bookkeeper and various volunteers\*
- Hospital list (call & post)
- Respond to e-mails from members and others

**WEEKLY**

- Count offering (supervise volunteers); record "other deposits"; take to bank if volunteer unable
- Bulletin and Insert preparation
- Prayers (for Pastor)
- Greeter nametags
- Hospital list (special postings)
- Staff meeting
- Copies of readings for Bible Study class (when applicable)
- PDF's of announcements and calendar to WebMaster for posting on website
- SS address changes, updates, etc.
- Supervise volunteer who enters attendance/communion/visitors
- Supervise volunteer who prints bulletin and insert
- Supervise volunteers who collate/staple bulletins. A chart has been set up to schedule volunteers, trying to make sure it's filled in for at least a month in advance.
- Flower sponsors - I have sign-up lists for Flower sponsors which I am monitoring. I try to have a volunteer call them to see how they'd like things worded, etc. I do the same thing with Bulletins.

**BI-WEEKLY**

- Coordinate payroll records (custodian, bookkeeper, preschool, asst. minister, church closers) and submit to Payroll Service

**MONTHLY**

- Ensures production of St. John's Newsletter including assembling articles submitted, compiling statistics, attendance, worship dates, memorials, etc. for submission)
- Calendar & Servers chart for newsletter
- PDF's of Newsletter to WebMaster for website posting
- Update various schedules (acolytes, gift presenters, comm. assts., greeters, flower sponsors, bulletin sponsors, flower delivery, lectors, nursery, etc.)
- Mail or e-mail readings to lectors
- Mail schedules to acolytes, gift presenters and greeters
- Eucharistic Ministry: update list if needed; prepare schedule; copy and mail or email
- Financial Reports (supervise bookkeeper's preparation of and then copy and distribute as needed)
- Council Reports: type if needed, scan, PDF to WebMaster, prepare Council packets
- Petty Cash reconciliation
- Augsburg Fortress statement reconciliation for bookkeeper
- Usher nametags

**QUARTERLY**

- Supervise preparation of member contribution reports and their mailing by bookkeeper

## **ANNUAL**

- Develops annual budget request for office supplies/equipment and monitors these expenses throughout the year.
- Annual report / Parochial report
- Facilities Usage letters, schedules, etc., and assemble new book for the year
- Plants (lilies at Easter, geraniums at Pentecost, poinsettias at Christmas)
- Envelopes (review assignments and update)
- WELCA program booklet
- Commitment Sunday mailings and receipt and recording of pledges, etc.
- Ash Wednesday & Lenten services (bulletins)
- Promote Sunday School children in SS
- Update Sunday School records from SS registration forms
- VBS mailings and copy work
- Time & Talent mailings and copy work and subsequent recording
- Send out New Member Class information to Prospects (twice a year)
- Schedules organ tuner/fire suppression system & extinguisher check/Health Department inspection

## **AS NEEDED**

- Preschool (some record keeping; fielding phone calls & e-mails)
- Maintain bulletin boards
- Place coke machine order (record money received)
- Baptisms and related mailings and record keeping
- Wedding bulletins and related mailings and record keeping
- Funerals bulletins and related mailings and record keeping (luncheons also)
- Memorial Fund record keeping and related mailings
- Order office supplies (sometimes kitchen)
- Schedule routine maintenance of office equipment
- Lutheran Magazine – update list
- Sunday School mailings
- Confirmation mailings
- Parish Nurse inventory lending & returns
- Search archive records (baptism dates, etc.)
- Handle special requests for building use
- Key Inventory
- Update records for bulletin mailings, tape ministry, and shut-ins
- Update record of church statistics
- Update Parish Register as needed
- Special printing projects (envelopes, letterhead, bulletin covers)
- Organ Tuner / Fire Suppression System & Extinguisher checkup / Health Dept. inspection
- Contact substitute custodian for coverage when needed
- Assist with supervising duties of custodian
- Tracks “inactive letters”
- Places help wanted ads and subsequently tracks resumes received (both office & janitorial) and conducts interviews for office personnel & submitting background checks to LCS
- Places rental ads/receipt of applications/submits credit reference checks to NTN. (See Attachment A for specific job functions).
- Simply Giving updates and changes online
- Special Pledges – responsible for initial mailing, receiving, and recording receipts of special pledges.

## **SAMPLE SPECIAL PROJECTS**

Insurance Claims (water damage 20 N.5<sup>th</sup>; lightning strike in bell tower)

Special Property / Wall pledges and record keeping  
 ELW records  
 Special Attendance records  
 Tracking "inactive letters"  
 Placing help wanted ads and subsequently tracking resumes received (both office & janitorial)  
 and conducting interviews for office personnel & submitting background checks to LCS  
 Placing rental ads / receipt of applications / submit credit reference checks to NTN

**\*SUPERVISE PART-TIME BOOKKEEPER** who does data entry & bookkeeping including:

Enter weekly contributions and automatic deposits  
 Enter income from weekly deposits and automatic deposits  
 Process Accounts Payable  
 Generate monthly financial statements  
 Make necessary account transfers and journal entries  
 File invoices and PO's  
 Run off quarterly member contribution statement and prepare for mailing

**\*SUPERVISES & COORDINATES VOLUNTEERS**

Monday	6 Counters	Record member contributions
	A volunteer	Enters attendance, communion, visitors Prepares reports for Pastor Updates membership records as requested Uses both copier and RISO as needed Duplicates newsletter Enters T & T responses Has accomplished many other assignments
Tuesday	A volunteer	Answers phone during Staff meetings Does copy work as needed Does special mailings as needed Counts coke machine money
Thursday	A volunteer	Duplicates weekly bulletin and insert Folds above on folding machine Does other copy work as needed (uses both copier & RISO)
Friday	Various volunteers	Collate & staple weekly bulletin
Monthly & Annually	A volunteer	Coordinates volunteers for assembling the newsletter and annual report. Sorts for bulk mailing
Monthly	A volunteer	Helps with the newsletter input.

Other volunteers for one-time assignments, i.e., volunteer who entered certain data when we switched from CMS to Shepherd Staff.