

American Lutheran Church
915 Winifred Street
Worthington, MN 56187
(507) 376-5264

OFFICE MANAGER POSITION DESCRIPTION

PURPOSE

- To serve Jesus Christ at American Lutheran Church (ALC) by engaging in the ministry of hospitality, service, and presence in the role of Office Manager, who acts in a supportive role to people of God's Church.
- To serve God's church faithfully as a full member of the Staff Ministry Team that seeks to minister with the Church Council, Church members, partners in ministry, and the people of our neighborhood in a manner that fosters a vibrant faith in the triune God and desire to serve others with compassion and justice.

Position: Office Manager is a 35-hours per week position at ALC-Worthington. The work is completed in the Church Office, unless directed by the Lead Pastor and/or in support of ALC ministry programming.

Collaboration and Partnership: The Office Manager works in tandem, but not limited to the Lead Pastor and Congregational Council President, and the Financial Secretary, Finance Manager, Staff members and Congregational members.

Accountability: The Office Manager's direct supervisor is the Lead Pastor. This position is accountable to the Personnel Ministry Team, and the ALC-Worthington staff, The Church Council is the ultimate authority.

JOB QUALIFICATIONS (faith, skills, knowledge, and abilities):

- Willingness to learn, support, respect, and participate in the work of God's Church with a spirit of professionalism, welcome, hospitality, and compassion.
- Willingness to learn, support, and respect the values and mission of American Lutheran Church as a member of the Evangelical Lutheran Church in America (ELCA).
- Demonstrate and ensure appropriate confidentiality necessary for church ministries.
- Self-motivated with strong organizational skills and efficient management.
- Good organizational skills and ability to work well as part of a team.
- Excellent communication skills (written and verbal).
- Strong knowledge of business English, spelling and punctuation, and ability to create and edit congregation publications and correspondence.
- Good computer skills, especially an ability to use applications such as Microsoft Office Suite (Word, Excel, Publisher, and PowerPoint) and a willingness to learn and use ALC's church management software.

- Familiarity with web page management and use of electronic communication for e-mail, Constant Contact, Facebook, and online registration.
- Able to multitask and welcome ongoing, daily interruptions that come via drop-in visitors, phone, and email.

PHYSICAL QUALIFICATIONS

- Ability to climb short ladders to stock office shelves
- Ability reams of paper and other small packages
- Ability to bend down and work with lower shelves and drawers.
- Ability to get up and down from the work desk and move about the office.

RESPONSIBILITIES

The Office Manager will work directly with the Lead Pastor, the Church Council President, the Financial Secretary, the Financial Manager, Church Leaders, as well as Program and Support Staff.

There are four ministry focus areas hospitality, communications, administrative management and oversight, and ministry program support

Hospitality

- Create a culture of hospitality in and around the Church Office as the first point of contact for all who comes to ALC.
- Attend to the requests, needs, and stories of those who come to the church office, call on the phone, and/or communicate through email with a spirit of welcome, patience, and respect.
- Recruit and train members to a part of the Office Ministry of Hospitality as Front Desk Volunteers, who act as receptionists, answer questions, network with staff as needed, perform small tasks to support ministry projects, basic data entry, etc.

Communications

- Learn and navigate ALC's phone system, providing training for staff, leaders, and members as needed, including creating and maintaining a current voice message for the ALC's Voicemail.
- Develop and maintain a timely process for sharing messages with other staff and leaders that arrive via the phone, in-person messages, email messages, and correspondence from the website.
- Develop, maintain, and send out correspondence that is related to memorials, gifts, etc. This is done as a joint venture with the pastors and the Financial Secretary and others as needed and directed.
- Create, compile, and execute the mailing of yearly program materials such the Lutheran Women Booklet and additional program materials, yearly Stewardship materials, congregational letters, and the annual report and other materials as directed and needed.
- Compiling information for the weekly worship announcements, the monthly newsletter "The Messenger," and other correspondence as directed and needed.
- Network with the Worship & Music Director and the IT Ministry Team to ensure that the Church's website is current, accessible, and user friendly.

- Work with the Lead Pastor to communicate a weekly e-newsletter and e-communications for special services, congregational events and meetings using ALC/Realm or another web-based communications platform.

Administrative Management and Oversight

- Maintain the primary church calendar on paper and on the website. Keeping the church master calendar & also make worship helper's schedules.
- Attend to the mail daily, including sorting mail to staff and leaders' mailboxes, opening and responding to mail as needed.
- Maintain a current mailing label list for us in all congregational mailings.
- Receive, collect, and deposit in the Church's Safe weekly offerings that given throughout the week via mail or dropped off at the Church Office.
- Oversight of the building keys (physical and electronic cards) as directed by the Property Team Ministry Chair and the Lead Pastor.
- Unlock and Lock the Church doors during weekly office hours attending to lighting and security during this time frame.
- Maintain ALC's yearly parochial report in conjunction with the Lead Pastor, Council President, staff, and church leaders as needed, ensuring that the yearly parochial report is sent to the Southwestern Minnesota Synod of the ELCA in a timely manner.
- Use the churches data management program, ACS or Realm, to the fullest capacity. Provide the key point of contact for training staff members and church leaders how to use ACS/Realm in a way that supports and enriches ministry programs.
- Record accurately and in a timely manner ALC's church membership records, both in the membership roster book and in ACS/Realm in conjunction with the Lead Pastor.
- Create, maintain, and keep documents and records that are related to the life of the congregation for historical purposes. Digital and physical copies are requested when possible and makes sense. Work with the Lead pastor and congregational president regarding which records, and documents no longer need to be maintained and kept.
- Network with the Property Ministry Team and the Custodial staff to ensure that there are sufficient cleaning supplies available. Order supplies as needed and directed. Call for repairs as directed and needed by the property team chairperson and/or Lead Pastor.
- Develop, maintain, and network with church leaders and staff regarding the recording and record keeping that is needed for memorials, gifts, etc.

Ministry Program Support

- Participate fully in the weekly staff meeting, leading the staff meeting when asked by the Lead Pastor.
- Network with the Worship & Music Director and the pastor(s) in the creating, editing, and publication of weekly worship bulletins and special worship bulletins for in print as well as prepared for uploading to the website.
- Create, print, and prepare ministry certifications such as Confirmation and Wedding. Work with the Children and Family Minister regarding Baptismal Certificates.

- Create and manage in tandem with staff and leaders web-based programs such as “Sign Up Genius” and “Constant Contact” to facilitate ministry participation.
- Maintain and curate the various ministry schedules in the areas of worship, stewardship, Lutheran Women, property.
- Work directly with the Volunteer Coordinator and Stewardship Ministry Team leaders with a spirit of cooperation and attending to deadlines in order to create yearly volunteer schedules and opportunities. This includes the yearly Time & Talent sheets.
- Act the main point of contact to connect staff and church leaders for the ministry events such as Funeral, Memorials, Baptisms, and Weddings, and other special non-ministry team events.
- Work directly with the Children and Family Minister and lay leaders to facilitate the Splash Program. Assist with recorded keeping, book orders, etc. as needed and requested.
- Collect timesheets from hourly staff and give to the Financial Secretary to be processed for compensation, keep and maintain employee records in a safe and secure location.
- Aid staff and leaders with the usage of Vouchers for receipts that are needed for the payment of bills, reimbursement of goods, etc. Vouchers are given to the Financial Secretary and Financial Manager for processing and mailing.
- Work in tandem with the Financial Secretary and the Financial Manager in areas of finances and stewardship such as Simply Giving, the online giving app through ACS/Realm, memorials, and scholarship ministry programs.
- Support the ministry of the two scholarship committees by creating, mailing, and maintain records as requested by Scholarship Committee leaders.

Other duties assigned and directed by the Lead Pastor and/or Congregational President.