

**Office Manager
Franconia United Methodist Church**

Our mission at Franconia United Methodist Church (Franconia UMC) is Building a community of Christ's love to serve the world. We are a Christ-centered community that strives for Relevant worship connecting to God, one another and the world, Radical welcome of all people, Intentional discipleship for all ages, Compassionate care of the whole person and Mission-minded service to our community and the world.

JOB SUMMARY

Under the direct supervision of the Pastor, the Office Manager will organize, perform, and coordinate administration and office management duties at Franconia UMC, performing other duties as may be assigned from time to time. The Office Manager is the welcoming face of Franconia UMC and is expected to keep regular office hours. The Office Manager must maintain a professional relationship with the Pastor, Staff, Mission, and Ministry Team Leaders, 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 Franconia UMC. The Office Manager must hold information in strict confidence that is 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 operations.

Reports to: Pastor
Status: Part-time (average 24 hours/week, 4 days/week; weekly hours expected to fluctuate seasonally with ebb and flow of church activities)
FLSA: Non-Exempt

CORE COMPETENCIES

- **Interpersonal Skills:** Demonstrates the ability to work well with others. Demonstrates the skills of active listening and openly accepts criticism. Productively engages and resolves interpersonal conflict. Engages people positively, with a demeanor of optimism and abundance. Interacts in a spirit of love.
- **Management Skills:** Demonstrates commitment and flexibility in given situations. Understands his/her leadership style and temperament type and adapts leadership behaviors to meet the needs of the situation. Organizes resources (people, funding, material, support) to get things done.
- **Team Orientation:** Demonstrates interest, skill, and success in team environments; promotes group goals ahead of personal agendas; steps up to offer self as a resource to other members of the team; accepts support from others; understands and supports the importance of teamwork; shares credit for success with others; and takes responsibility for his or her part in team failures.
- **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 persists when difficulties arise. Tries innovative ways to get things done, considers situations from new perspectives, and evaluates work results for effectiveness.

MINIMUM QUALIFICATIONS

- Supportive of the mission and goals of Franconia UMC; familiarity with working in a faith-based organization is a plus.
- Associate or Undergraduate degree or equivalent in experience.
- Proficient with MS Word, Excel, PowerPoint, and able to work with publishing software, social media, and church databases.
- Strong communication, organization, planning, and office support skills.

DESCRIPTION OF THE OFFICE MANAGER'S DUTIES

1. OFFICE MANAGEMENT

- a. Serves as the point person for all office related duties as well as organizing and documenting all office operations and procedures, maintaining continuity binders and documents.
- b. Maintains a calendar of meetings and appointments, answers the telephone, takes messages, directs calls, and manages the auto answering system.
- c. Organizes the office layout, order stationery, equipment, and other office supplies (including running errands and shopping where necessary) as needed, or as requested by staff and Mission and Ministry Team Leaders.
- d. Manages the maintenance of office equipment and arranges for necessary repairs.
- e. Prepares correspondence for Pastor and Mission and Ministry Team Leaders.
- f. Sorts and delivers incoming mail and packages.
- g. Manages the church email communications systems.
- h. Greets and receives visitors and members entering the building during office hours.
- i. Assists staff in the use of office equipment.
- j. Develops and trains a volunteer pool of individuals for use as “temporary Office Manager” when the paid staff member is on leave or out sick. Individuals must be pre-approved by Pastor.
- k. Issues keys as required and maintains a log of those issued keys.
- l. Issues door codes as required and maintains a log of those issued door codes.

2. INFORMATION MANAGEMENT

- a. Organizes and maintains church files in coordination with the Pastor.
- b. Updates the church calendar, in consultation with the Pastor, Staff, Leadership Board, Mission and Ministry Team Leaders.
- c. Maintains church contact directory in coordination with relevant Mission and Ministry Team Leaders.
- d. Prepares and maintains electronic news bulletin for weekly dissemination.
- e. Maintains building use schedule and assigns designated meeting locations in coordination with the Pastor.
- f. Coordinates and maintains systems for Connect Cards which include attendance, ministry sign-ups, and links for E-giving, prayer requests, and Orders of worship.
- g. Assembles all church meeting minutes in appropriate document folders each year to be kept in the office.
- h. Sends received prayer requests to the e-prayer distribution list.
- i. In coordination with the Pastor, creates and distributes Charge Conference report books each year. Process will include, but is not limited to, obtaining applicable forms from the Conference website, ensuring each form is completed and returned, and obtaining reports from Leadership Board and Mission and Management Team Leaders.
- j. Weekly, updates Conference portal (UnityWeb) with worship, membership, small group, and mission information. Assists the pastor in competing end of the year statistical report.
- k. Liaises between the Treasurer and the Finance Committee as required.
- l. Updates the Franconia UMC Thinksign (outdoor sign).
- m. Maintains and updates the Franconia UMC website and social media as required.
- n. Serves as the Franconia UMC Google Suite administrator.

3. WORSHIP SUPPORT

- a. Prepares all worship bulletins, inserts, and other required materials and places in the ushers' closet before service.
- b. Maintains connection with lay reader coordinator, ushers, and communion servers. Informs lay readers of their responsibilities in the worship services, e.g., provide an electronic copy of each worship bulletin and scripture readings to the appropriate lay reader before the service. Prints out a hard copy of all special readings and scriptures prior to worship service.

- c. Updates the Order of Worship in the weekly worship google folder with any correction/changes. Emails the final order of worship with items for the screens to the Worship Tech, Music, and Organist contact email addresses.
- d. Provides paper copies of each worship bulletin to the Pastor, Staff, Worship Tech, and the choir for actual service.

4. MEMBERSHIP SUPPORT

- a. Updates and maintains church membership rolls and online directory.
- b. Records attendance for worship services in the database and on the Conference website.
- c. Maintains electronic information on visitors, prepares welcome letters, and surveys for mailing.
- d. Assists Pastor in auditing membership rolls.
- e. Prepares membership reports for Charge Conference and Year End reports, undertaken in the fall.
- f. At the direction of the Pastor and Director of Youth and Young Adult Ministry (DYM), coordinates and supports planning and implementation of new member and confirmation classes.
For new member classes, tasks include, but are not limited to:
 - i. Maintain a list of frequent attendees who are not members for invitation to each class.
 - ii. Send invitations for each class.
 - iii. Order materials well in advance of each class.
 - iv. Prepare new member certificates at the end of each class in coordination with the Pastor.
 - v. Input new member information on the Conference website and Servant Keeper (church database software).For confirmation classes:
 - i. Obtain the list of children to invite from the DYM and the Pastor.
 - ii. Send the invitations and order materials well in advance.
 - iii. Prepare the Confirmation certificates upon completion of the course in coordination with the DYM and the Pastor.
- g. Inputs all baptisms, confirmations, deaths, and other changes in membership status on the Conference website and in the church database as they happen.
- h. Prepares baptism certificates and gifts in coordination with the Pastor.
- i. Assists in the annual Stewardship drive in coordination with the Leadership Board, as necessary.
- j. In coordination with the Pastor, assists with preparation of bulletins for special events, including but not limited to, funerals, concerts, etc.
- k. In coordination with the Pastor, works with the Pastor to disseminate all church-wide announcements and weather-related alerts.
- l. Serves as registered notary in Virginia to be available for notarizing church documents and documents of church members. All costs associated with obtaining a notary license will be covered by the church.

5. PERSONNEL SUPPORT

- a. Provides new hire on-boarding support, as needed, to the Leadership Board.
- b. Provides on-going personnel-related administrative support, as needed, to the Leadership Board and to the Mission and Ministry Teams.
- c. Partners with Leadership Board and the Administration Ministry Team to update and maintain office policies as necessary.

6. SKILLS DEVELOPMENT

- a. Participates in annual Northern Virginia District training and other training events as they are made available to increase and expand skill sets pertinent to the Office Manager position.
- b. Participates in other training sessions as agreed with the Pastor.