Job Description:
Church Secretary/Office Manager

Job Responsibilities:

1. CORRESPONDENCE: Respond to individuals needing written communication. Compose letters when requested by the pastoral staff. Send letters to all first-time visitors to the church. Be sure all correspondence is mailed in a timely manner.

2. MAINTENANCE OF OFFICE EQUIPMENT: Operate, clean regularly, and recommend to the supervisor maintenance needs for all office equipment (i.e., copier, folding machine, typewriters, computer, etc.).

3. PREPARATION OF BULLETIN: Keep an up-to-date calendar of events, gather information, type bulletin information in designated format, spell-check, proofread, get pastoral approval, copy and fold weekly bulletins.

4. ADMINISTRATION OF COMPUTER OPERATIONS: Do everything possible to become a proficient computer operator. Supervise all computer-related procedures. Plan overall utilization of computer capabilities. Responsible to see that all changes are kept up-to-date. Generate reports when required by pastoral staff or other members of the church.

5. SECRETARIAL SUPPORT TO PASTORAL STAFF: Help with correspondence, telephoning, and any other tasks that might be done to free them as much as possible to do more important duties.

6. MAINTENANCE OF OFFICE FILES: Keep all files in an orderly manner and prepare filing system directions for other users. Maintain records of baptisms, dedications, weddings, membership and visitor attendance.

7. ADMINISTRATION OF A LOST AND FOUND CENTER.

8. KEYS: Maintain a current list of key holders and provide keys to personnel as needed. Collect keys when people leave.

9. MAINTAIN PETTY CASH.

10. MAINTAIN MASTER CALENDAR.

11. OPEN, DATE, AND SORT INCOMING MAIL.

12. MAINTENANCE OF HOSPITALIZED BOARD.

13. RECEIVES VISITORS TO OFFICE AND RESPONDS TO NEEDS.

14. HANDLES THE TELEPHONE AND ANSWERING MACHINE.

15. INVENTORY CONTROL FOR OFFICE SUPPLIES. Provides an uninterrupted support of total church office operations. Orders supplies as needed.

16. SUPERVISION OF VOLUNTEER OFFICE HELP. Includes recruiting, scheduling, training, and work review.

17. PREPARATION OF THE ANNUAL REPORT. Responsible for setting reasonable deadlines for acquiring reports from the commissions, typing the information received, editing, formatting, proofreading, copying and assembly of reports.
18. BOOKKEEPING. Maintains a complete and systematic set of records of business transactions. Balances books and prepares reports to show receipts, expenditures, accounts payable, and various other items pertinent to the operation of the church.

19. MAINTAIN PERSONNEL RECORDS. To maintain personnel files on all personnel, pastoral and support/office staff, as outlined in Employee Policy.

20. OTHER RECORDS: To maintain records and follow-up on items borrowed from the church, and the collection of money owed to the church (i.e., personal long distance calls, wholesale purchasing cards, etc.).

21. MAINTENANCE OF BULLETIN BOARDS. To maintain orderly bulletin boards with current information.

22. OFFICE PROCEDURE MANUAL. Maintain an Office Procedure Manual so that information as to the function of the church office is kept up-to-date and is easily accessible to others should it be needed.

23. PRINTED MATERIALS: As necessary, update any printed materials so that information is accurate and current (i.e., Application for Assistance, Facility Use Forms, etc.).

Job Requirements and Guidelines

1. Protect the reputation and integrity of others through strict confidentiality.

2. Develop an attitude toward role as a minister of church, not merely office help.

3. Demonstrate a high level of trust. (A violation of trust will result in immediate dismissal.).

4. Display the ability to communicate well, both verbally and written.

5. Create an environment that is inviting to people passing through on a daily basis.

6. When urgent situations arise, your first priority is to the person involved. Identify the need and its degree of urgency. Then refer, counsel, or take a message for one of the pastoral staff members.

7. Develop procedure for handling complaints and problems.

8. Develop procedure for handling visitors during office hours.

9. Cooperation in scheduling and planning to see that the goals and objectives of the church are being realized is necessary. This assumes a firsthand knowledge of current policies, procedures and programs at the church.

10. Keep abreast of church protocol by keeping policies current and drafting needed policies for the pastoral staff to channel to the proper commissions.