

Crossroads United Church

Office Administrator Job Description

1. Function

The function of the office administrator is to support the congregation of Crossroads United Church by providing clerical/administrative assistance to the minister and to the organizations that serve the congregation, and by providing liaison with the wider community.

The office administrator will respond to the minister and is responsible to the Church Council through the Ministry and Personnel committee.

2. Responsibilities

- 2.1 Clerical
- 2.2 Telephone and reception
- 2.3 Organizational support
- 2.4 Publicity
- 2.5 Liaison
- 2.6 Other

3. Implementation

3.1 Clerical

- a. Provide clerical and organizational assistance to the minister in a timely manner
- b. Assist with production of slides for worship services, if necessary
- c. Prepare letters, annual report, etc.
- d. Assist with typing, layout, printing and distribution of church bulletins including promotional material inserts
- e. Order bulletin covers as required
- f. Be responsible for filing, photocopying and general office duties
- g. Maintain church calendar of events
- h. Organize mailing with volunteer help
- i. Send email or other social media to communicate with congregation as requested
- j. Tidy bulletin boards
- k. Check visitor's book and acknowledge visits with a letter
- l. Work with volunteers to ensure envelopes are placed in pews.
- m. Be responsible for producing and distributing the congregational newsletter with volunteer assistance

3.2. Telephone and reception

- a. Answer telephone and keep accurate record of calls
- b. Transmit messages and information as necessary

- c. Greet visitors
 - d. Field questions, requests, etc.
 - e. Receive mail and email and direct appropriately
- 3.3 Organizational support
- a. Assist with format of minutes as required
 - b. Assist the treasurer as required
 - c. Process any monies received, such as from rentals, as required.
- 3.4 Church records
- a. Be responsible for collecting appropriate data, and preparing and submitting annual United Church statistical report forms
 - b. Maintain up-to-date household mailing and email lists of members and adherents
 - c. Keep records of baptisms, marriages, funerals and church membership and minutes of all church committees and congregational meetings, according to Regional standards
 - d. Prepare necessary documents/certificates for baptisms/marriages, etc.
 - e. Maintain database of passwords in use for church online functions and implement software updates as needed
- 3.5 Office supplies and equipment
- a. Order stationery and other supplies as necessary
 - b. Oversee office equipment maintenance
 - c. Manage postage stamps
- 3.6 Publicity
- a. Assist committees with publicity for various activities and events
 - b. Maintain an up-to-date media list to be used in the promotion of activities
 - c. Prepare and submit paid advertisements in local newspapers as required
 - d. Assist with the design/development of posters if required
 - e. Ensure electronic sign on front lawn is changed as necessary
 - f. Work with volunteers to ensure that social media contents are up-to-date
- 3.7 Liaison
- a. Provide contact between the church and the general community
 - b. Assign rental space according to church policy and space availability, and maintain all appropriate documentation
 - c.. Be responsible for keys to church property
 - d. Assign security system codes as necessary
- 3.8 Other
- a. Perform a “walk-through” inspection of the church premises each work day for insurance purposes

- b. Liaise with appropriate congregational members for building maintenance concerns
- c. Assist with administration and distribution of Crossroads' Voucher Programme
- d. Monitor first aid boxes and replenish supplies as necessary
- e. Other duties as arise

4. Qualifications

4.1 Education

- a. High school diploma with other formal training in office management/clerical skills or equivalent in work experience

4.2 Experience and knowledge

- a. Experience with clerical work is essential
- b. Work in church related activities is an asset
- c. Knowledge of church committee structure and church community is an asset
- d. Knowledge of community supports and services is an asset
- e. Willingness to undertake training in new procedures, software or hardware is essential

4.3 Job Related Requirements

- a. Excellent oral and written communication skills
- b. Ability to respond to people in a calm and understanding manner
- c. Understanding of principles of work safety
- d. Maintain confidentiality
- e. Ability to work independently and demonstrate problem solving skills
- f. Be available to work from home if required

4.4 Skill requirements

- a. Computer literacy in Microsoft Office Suite
- b. Internet and social media platforms proficiency
- c. Working knowledge of standard office hardware

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Addendum

In the event of extraordinary circumstances, such as a pandemic emergency, regular duties may be changed based on Public Health or other authority safety rules. In such cases, changes in work duties and protocols for staff and others entering the building will be made available.