

Position Profile

Southwood Church

Position Title:	Office Administrator
Reports to:	Lead Pastor
Position Category:	Admin / Support
UCC Stream:	Non-ministry Personnel
Position Type:	Full-time; Permanent
Hours of Work:	35 hours/week
Wage Structure:	Salaried

Position Overview

The **Office Administrator** manages the day-to-day operations of the congregation by serving collaboratively with the staff team to complete assigned duties (see "position responsibilities, below). In his or her capacity as the team leader for administration, s/he uses digital and non-digital tools to deliver excellent, streamlined organization for all areas of ministry. S/he is the first point of contact for people coming into the church during office hours, and offers a compassionate, Christ-like ministry of hospitality while connecting them with the information or resources they need. The administrator supports the work of the ministry team, demonstrates initiative, provides leadership, and solves problems effectively as they arise.

Required Qualifications & Experience

The successful candidate will possess as least a high school diploma or equivalent. Preference will be given to candidates with some level of post-secondary education. **Expert proficiency and teachability in computer skills is required.** This includes the ability to use email, the

Microsoft Office suite, and Windows and/or Mac OS operating systems, as well as the ability to learn to use new platforms/tools in a quick and efficient manner. Previous experience with any of the following is considered an asset, but training will be provided for each: QuickBooks, Elvanto, Google Drive (docs, sheets, etc.), MailChimp, WordPress, Signup Genius, Facebook, Twitter, and Instagram.

Previous experience as an office administrator, administrative assistant, financial administrator, communications director/manager, secretary, or receptionist is preferred. Previous experience working or volunteering in a church office is considered an asset, as is knowledge of the polity of The United Church of Canada.

Position Responsibilities

General Responsibilities (All Staff)

- Participate in the life of the congregation (e.g., attendance at worship services, church events, small groups, outreach initiatives, fundraisers, etc.).
- Regularly promote and communicate using the language of the Church Practices (“Pursue Christ; Care for Others; Give Generously; Build Relationships; Participate in God’s Work”).
- Attend all scheduled staff meetings.

Reception & Bookings

- Answer phones, check and respond to voicemail, forward calls/inquiries to team members, and manage the main office email internally & externally.
- Manage the church calendar(s). * This includes taking bookings, arranging for and writing up rental contracts, adhering to policies around facility usage, availability, cost, etc., and communicating policies to individuals and groups.
- Arrange for the logistics of weddings, funerals, baptisms, membership, etc., including entering information into the church register(s) and archives.

Communications, Design, & Marketing

- Design, plan, write, and send the email newsletter. * This includes coordinating a roster for weekly ministry highlights, utilizing scheduling event promotion appropriately, and acting as editor for all submissions.
- Be familiar with the current content of our website and social media profiles.
- Design and print brochures/other promotional materials for ministry leaders.

- Oversee the church management system and facilitate/promote its use by others. * This includes entering/approving/updating personal profiles, reviewing the weekly service plan, tracking participation/contributions, scheduling automated emails, and approving form submissions.
- Design, create, upload, and test worship visuals. This includes creating PowerPoint presentations for services (i.e., song lyrics, order of service, prayers, etc.) and recording/inserting the weekly announcements video. *

Financial Administration

- Receive and handle cheque requisitions. This includes reviewing expense reports/receipts/credit card statements, writing cheques, and arranging for required signatures.
- Code all expenses according to the chart of accounts. * Enter all deposits and contributions into accounting software and corresponding spreadsheets.
- Facilitate Sunday Deposits in collaboration with Count Captains.
- Issue Gift in Kind tax receipts as needed and Charitable Donation tax receipts annually, according to Council-approved policies and procedures.
- Run and distribute financial reports for the Council.
- Administer the payroll. This includes submitting/updating the appropriate forms for ministry personnel and permanent employees, submitting hours for contract employees, printing reports, and issuing pay stubs.
- Issue invoices to and collect payment from rental groups as required.
- Ensure that bills are paid in a timely manner.
- Reconcile all transactions from the various income sources. *

Office/Secretarial Management

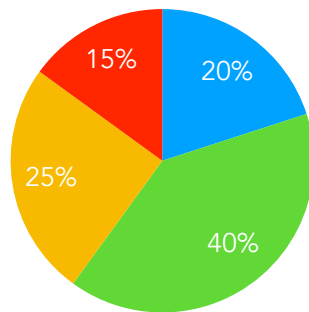
- Keep accurate and organized files (electronic and paper).
- Miscellaneous duties pertaining to regular staff/Council meetings, ongoing programs, etc. as needed.
- Other responsibilities as assigned from time to time.

Specific Platform Details & Background

Items marked above with an **asterisk (*)** involve using digital tools/platforms that are part of established procedures here at Southwood. As mentioned above, experience with any of these platforms is considered an asset, but training will be provided on each of them. These tools are essential to the duties of the role, and so a high level of competency in learning how to use new computer-based systems is expected.

- **The Church Calendar:** Currently, Google Calendars is used to manage all internal and external bookings, as well as staff vacation and/or leaves.
- **Email Newsletter(s):** We use MailChimp to send out weekly communications to the whole church and to ministry-specific lists. These subscription lists are integrated with our church management system (Elvanto).
- **Church Management:** We use Elvanto as the database and management hub for everything that happens here at Southwood.
- **Video Announcements:** Currently, announcements are created in PowerPoint using voiceover, and then exported to Adobe Premiere for compilation.
- **Financial Administration:** Previously, we used PowerChurch to track all our finances. This year, however, we are setting up a new chart of accounts in QuickBooks. The transition may or may not be completed by the start date of this position. We also use Excel spreadsheets for Count Team inputting and for tracking YTD information. In addition, we have multiple digital platforms from which we receive income that need to be tracked: Tithe.ly (donations only), PayPal (registrations, etc.), and Square (sales, etc.).
- **Sign-up Lists:** We use a centralized account on SignUp Genius to facilitate all sign-up lists across the various ministry areas.
- **Church Website:** The back-end of our website uses WordPress. There is a volunteer who serves as webmaster, but the Office Administrator may need to submit updates from time to time using the Wordpress user interface.
- **Shared Drives:** Among the staff team, we occasionally share and collaborate on documents (etc.) using Google Drive. The church is set up on an organizational account with Google G-Suite, which includes our email server.
- **Desktop Publishing:** Most of our brochures, posters, and other print items are currently produced using Microsoft Publisher. Familiarity with its user interface will be needed to access and edit these documents.

Division of Time (Weekly)



- Reception & Bookings
- Communications, Design, & Marketing
- Financial Administration
- Office/Secretarial Management

Remuneration & Benefits



Salary

This is a salaried position. Salary is to be negotiated and will be paid monthly via direct deposit.



Vacation

This position is entitled to 4 weeks per year, in addition to statutory holidays.



Study

This position is ineligible for Continuing Ed. benefits (leaves and/or allowances).



Benefits

This position is eligible for extended health benefits and for the UCC pension plan.

Lines of Accountability

This position reports to the Lead Pastor for day-to-day functions. It is accountable to the Council through the Lead Pastor.

Terms of Employment

The Manual, the UCC Employment Guidelines, and any relevant Provincial Legislation shall be used as terms of employment for this position.

How to Apply

Interested individuals should send a resume and cover letter to Richard Wedel, Chair, Ministry and Personnel, at wedelfam@shaw.ca, by June 27, 2018.