

# St John's Lutheran Church, Brookfield, WI

## Office Manager Job Description

Job Title: **Office Manager**

FLSA Status: Part-time exempt

Prepared by: Diane Wilke-Zemanovic

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Approved by: Pastor Brian Halverson/Council

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**General Purpose of the Job:** *Briefly describe the job's primary purpose or contribution to the church. The statement should be a paragraph or less and should not be a restatement of the essential duties.*

This position provides leadership and oversight for the administrative arm of St. John's ministry which exists to create and maintain an organized environment with good communication and management enabling clergy, staff, lay leaders and members to minister effectively and efficiently. The Office Manager sees the overall vision of the congregation while managing the details and structure that supports and furthers its vision, mission, and strategic objectives. This role is part time, requiring approximately 35 hours per week.

**Essential Duties:** *Describe the duties and responsibilities that are critical to the successful performance of the job, in order of importance. State duties in terms of what is done (the action or output); how it is done (the equipment, processes, procedures used); and why it is done (for what purpose). When practicable, include performance standards (i.e. within budget, on a timely basis, according to procedure). Indicate the approximate percent of time spent on each duty. This list of duties and responsibilities is not intended to be all-inclusive. Similar duties, which by themselves make up less than 5% of the job, can be listed together as one item.*

- Managing, overseeing, updating and troubleshooting office technology to include the network, all computers, Wi-Fi, phone, internet, firewall, copy machines, iPads, fax machine, TV monitors, DVD players, projectors, keyboards, microphones. Contracting with and overseeing technology support as needed. Supporting and managing applications: Sign Up Genius, Zoom, Mail Chimp, ACS, Word Press, Google suite, WP Engine, Connected Word, Microsoft suite, AXIS, ExaqVision, Tech Soup and S2Netbox. 22% of time
- Preparing and maintaining master church/building calendar, scheduling all events, meetings and reservations for internal and outside events. Scheduling doors to coordinate with meeting/event times. Maintaining all door pickup and drop off schedules. 13%
- Working with Building Supervisor, assuring requested room set up, and equipment is provided. Preparing and posting calendar updates. 9%
- Maintaining records of church; pastoral acts, all membership changes, active and inactive members and provide reports to the council. 7%
- Maintaining and documenting policies and procedures so that they are readily available for ministry leaders. 3%
- Managing payroll including; entering semi-monthly, maintaining all files. Entering and maintaining Portico (Benefits Provider) benefit data including paying monthly Portico bills, and entering salary changes. 3%
- Maintaining porch contents (puzzles, newsletters, devotionals, food drives, and monthly collections). 5%
- Assisting ministry coordinators and preschool staff as needed. 3%
- Maintaining committee agenda and meeting minutes. Preparing invitations and support Zoom sessions. Tracking Stewardship correspondence/pledges/follow-up. Supporting online giving. 3%
- Tracking all invoices and automatic payments; preparing documentation for Treasurer to pay. Maintaining online payment accounts. Filing invoices once invoices are paid. 4%
- Responding to occasional special financial requests from pastors, staff or finance team. Assisting with annual audits, worker's compensation insurance audit paperwork, preparing and filing the annual ELCA Synod report and maintaining files in conjunction with the treasurer and financial manager. 5%
- Supervising support staff including Building Supervisor. Providing day to day performance feedback, maintaining current job descriptions and conducting annual reviews of such staff/services. 4%

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- Serving as the staff representative on all HR issues and working collaboratively with the Human Resources (HR) Committee. Providing guidance to staff supervisors and employees regarding HR policies and procedures. Maintaining Personnel records, ensuring compliance with federal and state employment laws, coordinating and managing vacation schedules, onboarding new staff regarding church policies, pay, technology and resources. Conducting background checks and drug screens on candidates for employment according to policy. Maintaining current versions of all staff job descriptions and performance appraisal forms. 6%
  - Answering phones and handle calls appropriately. Greeting, directing and assisting all members and visitors. Opening and securing doors as appropriate. Reviewing access and cameras on a regular basis. Opening and processing mail. 4%
  - Providing a report for the annual congregation report; reviewing activities and ministry related to Administration. 3%
  - Working collaboratively with the following lay leadership teams; HR Team, Finance team, Communications Coordinator and Web and Social Media team. 1%
  - Ensuring building interior, exterior and grounds are clean and safe. 1%
- Total percent of time spent on Essential Duties 96% of time**

- Marginal / Non-Essential Duties:** *List other duties that are performed by this position, but that are not primary functions of the job.*
- Pursuing continuing education and reading to build skills for the job. 2.0 % of time
  - Participating in staff meetings and leadership meetings as requested, to bring insight and innovation to ministry discussions. 1.0 %
  - Order, receive and disposition all office/altar supplies. 1.0 %
- Total percent of time spent on Non-Essential Duties 4 % of time**

**Working Relationships:** *Indicate the job title of the person that the incumbent in this job reports to. Also indicate what, if any, supervisory responsibilities the person in this job has including the titles and number of employees supervised.*

This position reports to the Senior Pastor and directly supervises support staff.

**Skills and Knowledge Requirements:** *Often referred to as competencies. To perform this job successfully, an individual must be able to perform each essential duty at a fully satisfactory level. List the knowledge, skills and abilities required to perform the essential duties of the job. Indicate the level of skill and knowledge (i.e. basic, strong, advanced, etc.) List any particular licenses or certificates if they are required. Also, list the educational background, degree requirement if any, and/or previous experiences that would typically provide a person with this knowledge, skill, and ability.*

- **Mission Ownership**-demonstrates understanding and full support of the mission, core values, and strategic objectives of St. John's and can teach those to others. Leads ministry leaders in his/her team to identify unique mission goals and strategies which are in line with that of St. John's. Reflects and promotes the core values and mission focus of the congregation.
- **Interpersonal Skills**-demonstrates the ability to manage others. Demonstrates the skills of active listening and openly accepts criticism. Productively engages and resolves interpersonal conflict. Holds others accountable in a spirit of love. Engages people positively, with a demeanor of optimism and encouragement.
- **Management Skills**-demonstrates commitment and flexibility in managing and supporting those in his/her team. Understands his/her management style and adapts his/her leadership behaviors to meets the needs of situations. Delegates, empowers and holds leaders accountable. Marshall's resources (people, funding, material, support) to get things done. Possesses skills in organization.
- **Team Building Skills**-guides leaders in the process of sharing best practices, identifying and solving common problems. Works with leaders to regularly assess the health of teams and groups. Recognizes

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dysfunctional team behavior and redirects it into functional behavior. Creates and communicates vision, direction and goals for the team.

- **Business Acumen**-knows how business systems work and is knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her role within the church setting.
- **Bachelor's Degree**-in administration, business, management or finance, or equivalent life/work experience.
- **Competence in financial, property, human resources, application and information management**-to perform duties associated with these disciplines, including working knowledge of networking and security camera hardware and software, specifically Microsoft Office, Google suite, Quickbooks/PowerChurch and ACS.
- **Strong skills to communicate effectively**- with members, leaders and staff, with ability to maintain strict confidentiality.

**Physical Demands:** *Describe the physical demands and/or physical work environment characteristics the employee is exposed to in carrying out the essential duties of the job. Include things like lifting, climbing, carrying, bending, stooping, standing, exposure to weather, travel, exposure to loud noise and/or fumes, etc. Also indicate amounts, such as; lifts up to 50 lbs. several times a day.*

Most work is performed in a small office environment. The majority of the time is spent seated at a desk with access to telephone and computer. The job requires frequent standing and walking to go to the main office, copy room and to inspect areas of a large church complex. There are frequent verbal communications with people in person or by telephone. The job further requires the ability to lift occasionally up to 50 pounds when handling shipments of office supplies. There is some possible visual strain from detailed work and long sessions in front of a computer monitor. Occasional trips to purchase office supplies, make banking deposits or present mailings to the Post Office will be required.

**Mental Demands:** *Describe the mental demands for an employee to carry out the essential duties of the job. Include things like concentration, adherence to strict time deadlines, complex data analysis, and stress resulting from critically important or creative duties.*

The duties of the position require independent and strategic thinking. Typical duties involve handling multiple priorities (employee management, building management, scheduling, and account management). Some duties require precision and adherence to strict time deadlines. Reading and analysis of computerized financial reports and the building systems computer program is required. Certain duties are highly stressful such as dealing with employee conflicts, complaints and discipline/termination.

**This job description is a summary of the typical functions of the job and not a comprehensive list of all possible duties. Other responsibilities and duties, which are not included in this description, may be assigned to the job incumbent.**