

St John's Lutheran Church, Brookfield, WI

Church Office Manager Job Description

Job Title: **Church Office Manager**

FLSA Status: Full time Exempt

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Date Prepared: 5/27/2026

Approved by: Paul Bulgerin, Pastor Karen, Tom Potratz

Approved date: 5/27/2026

General Purpose of the Job:

This position provides leadership and oversight for the administrative, operational, financial and human resources functions of St. John's Church. It exists to create and maintain an organized efficient, financially sound and mission focused environment that enables clergy, staff, ministry leaders, volunteers and congregation members to work effectively. 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.

Essential Duties

- **Finance and Accounting:** Serves as Financial Secretary for the Church. Oversees church financial operations including accounts payable, payroll, administrative budgeting, reconciliations, reporting, and banking relationships. Ensures proper approval and account coding for all bills, reimbursements, and payments. Processes electronic payments, bank transfers, online bill pay, and handwritten checks as required. Maintains accurate accounting records, electronic filing systems, and financial documentation. Prepares, reviews, and distributes monthly and annual financial statements, profit and loss statements, balance sheets, and budget reports. Collaborates with the Treasurer, Finance Team, Pastor, Bookkeeper and ministry leaders on financial planning and budget preparation. Reviews and refines annual budgets and provides financial projections and analysis. Monitors and reconciles all church bank accounts and accounting system entries. Coordinates and supports annual audits and worker's compensation audits. Serves as primary contact with financial institutions and maintains authorized signers and banking access. Maintains proper internal controls and checks and balances to minimize financial risk. Processes and maintains benevolence, outreach, and partnership financial transactions and reporting. Backups and maintains accounting systems and financial data. 35% of time
- **Payroll and Benefits:** Oversees Bookkeeper responsible for payroll processing including salary, hourly, overtime, and 1099 compensation. Through Bookkeeper, maintains payroll records, employee deductions, benefits, and payroll system accuracy. The verification of timesheets and payroll calculations for compliance with church policy and employment laws. The entering and maintaining of employee information in payroll and benefits systems including Portico and related platforms. The coordination of employee insurance benefits including enrollments, changes, billing, open enrollment, and terminations. Ensures continuity of payroll operations during absences through training and documentation. 5% of time
- **Management and Leadership:** Translates the church's mission and broader organizational goals into actionable items for his/her staff. Mentors and coaches staff, nurtures individual strengths, identifies skill gaps, and coordinates development and training opportunities. Cultivates culture, building a collaborative, empathetic work environment that promotes high morale and team cohesion. Recruits, interviews, and hires staff. Sets clear performance standards and goals, conducts regular performance

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reviews, and implements growth or improvement plans. Manages staff schedules, delegates assignments, and ensures the workforce is optimally resourced to meet daily needs. Mediates workplace disputes and address personnel issues promptly and professionally. Monitors performance, tracks achievements, and keeps leadership advised of progress. Facilitates clear, consistent two-way communication ensuring all team members understand their roles and expectations. 10% of time

- **Office Technology:** Manages, oversees, updates and troubleshoots all office technology including computers, internet, Wi-Fi, phones, copiers, fax machine, projectors, TV monitors, DVD players, microphones, security systems, and related equipment. Coordinates with vendors and contracted technology or maintenance providers. 12% of time
- **Building and Facilities:** Manages facilities usage, coordinates space and equipment needs, monitors energy use S2 Netbox and Aiphone system and HVAC system. Manages Custodians and Property Team, directs routine maintenance, all in order to optimize the building and grounds as a resource for ministry and to minimize conflicts in time and space needs. Manages and communicates with vendors, establishes and maintains a relationship with outside groups using the building. Communicates issues, provides updates and concerns. Orders and purchases supplies for cleaning, kitchen, worship, office and building use. Stocks and maintains par levels. Works with outside companies and other workers needed to maintain the building and grounds. Provides on call support to staff, volunteers, users of the building, property team members and custodians to troubleshoot and provide support. Monitors and provides follow-through on the appearance and cleanliness of the building and takes corrective action if needed. Has ownership of member database system (ACS) and maintains all member information. Manages building safety and security programs including security camera system. Works with security service company to maintain equipment. Houses security camera to monitor the building and troubleshoot issues. Represents the Church on the emergency call list for fire/lift/emergency issues. 25% of time
- **Staff HR Representative:** Serves as the staff representative on all HR issues and works collaboratively with the Human Resources (HR) Committee. May participate in monthly HR Committee meetings as needed, reports on any staff issues, concerns or suggestions the HR Committee needs to be aware of and responds to requests from the HR team as needed. Provides guidance to staff supervisors and employees regarding HR policies and procedures. Ensures compliance with federal and state employment laws, coordinates and manages vacation schedules, on boards new staff regarding church policies, pay, technology and resources. Conducts background checks and drug screens on candidates for employment according to policy. Maintains current versions of all staff job descriptions and performance appraisal forms. 7% of time
- **Provides an annual report to the congregation:** reviewing activities and ministry related to Administration. Facilitates an annual conversation between the Congregation Council and the leaders of the administration arm of ministry so that there is clear mutual understanding of administrative and Council needs. 2% of time

Total percent of time spent on Essential Duties

96% of time

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Marginal / Non-Essential Duties:

- Pursues continuing education and professional reading to build skills for the job. 1% of time
 - Participates in staff meetings and leadership meetings as requested, to bring insight and innovation to ministry discussions. 2% of time
 - Covers office needs, greets and receives visitors when other office staff are not available. 2% of time
- Total percent of time spent on Non-Essential Duties 4% of time**

Working Relationships: This position reports to the Pastor and directly Supervises Bookkeeper, Custodians and Communication Coordinator. Also oversees the volunteer Property Team, volunteer Receptionist(s) and contracted service providers. Has dotted line reporting relationship with the Church Treasurer and works closely with the Finance Team, Church Council, ministry leaders and volunteers.

Skills and Knowledge Requirements:

- **Mission Ownership-** Demonstrates understanding and full support of the mission, core values, and strategic objectives of St. John's and can instill those to others.
- **Strong Communication Skills-** Able to communicate effectively with members, leaders and staff, with ability to maintain strict confidentiality.
- **Bachelor's degree-** in administration, business, management or finance, or equivalent life/work experience. Strong understanding of accounting principles, budgeting, payroll, and financial reporting.
- **Interpersonal Skills-** Demonstrates the ability to lead others. Demonstrates the skills of active listening and openly accepts criticism. Engages people positively, with a demeanor of optimism and encouragement.
- **Management Skills-** Demonstrates commitment and flexibility in managing and supporting those on his/her team. Understands his/her leadership style and adapts his/her leadership behaviors to meet the needs of situations. Able to marshal resources (people, funding, material, support) to get things done. Demonstrates skills in conflict resolution.
- **Team Building Skills-** Able to guide others in the process of sharing best practices, identifying and solving common problems. Able to recognize dysfunctional team behavior and redirect it into functional behavior.
- **Business Acumen-** Knows how the business of a non-profit works and is knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her role within the church setting.
- **Competence in financial, property, human resources and information management-** Able to perform duties associated with these disciplines, including working knowledge of Word, Excel, QuickBooks and ACS.

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Physical Demands: 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 throughout a large church complex. There is frequent verbal communication with people in person or by telephone. The job further requires the ability to lift, occasionally, up to 50 pounds when handling shipments of 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 or to the Post Office will be required.

Mental Demands: 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.