

Function:

The Church Office Administrator plays a pivotal role as the initial point of contact for many people. Melville United Church seeks to be a welcoming and inclusive community of faith for all. The Church Office Administrator is expected to convey the mission of the church by interacting positively with all those encountered.

This role provides clerical, administrative and record-keeping support to the congregation, staff and church committees, providing appropriate assistance when needed. They act as a communications hub, accurately relaying information and messages in a timely manner.

The Administrator will maintain the Melville Church web-site, Facebook page and other social media accounts as required, keeping them up to date and relevant. The Administrator will also oversee the rental of various rooms at Melville, keeping accurate records and ensuring contracts are signed and kept on file and payments are received.

Role:

To ensure: the efficient and effective operation of the office; the confidentiality of information; and office security. *To enable* other staff and volunteers to be self-sufficient with respect to office functions. *To perform* all duties in such a way as to support and enhance the ministry of the church.

RESPONSIBILITIES

Works under the daily direction of the Ministry Staff.

Communications

Welcome visitors; provide information and service.

Produce a variety of church communications as requested by staff and church committees. This involves word processing, proofreading, photocopying, sorting, folding, e-mail, website and social media updates, a solid working knowledge of related church software, and may also include distribution tasks.

Specifically:

1. Co-ordinate the production and distribution of materials for Worship services, in consultation with Minister/s, Music Director and Music Animator, and specific other sources.
2. Take incoming calls, answer machine messages and re-direct both as required to other staff
3. Handle the mail (printed or electronic): Open and/or distribute mail. Prepare and post outgoing mail.
4. Maintain the Melville Church web-site, Facebook page and other social media accounts as required, keeping them up to date and relevant.
5. Provide administrative support in preparation for Baptisms, Confirmations, Weddings and Funerals.
6. Maintain current, accurate and complete information within the church's information database.
7. Utilize the information database to produce reports, materials and labels as required for various church initiatives.
8. Maintain the central Church Calendar on the website and/or in print version. Post printed version weekly on the church bulletin board.
9. Communicate personal schedule changes to the minister and M&P Committee with enough notice to ensure office coverage can be arranged.

Record-Keeping & Administration

1. Record weekly givings.
2. Record and make deposits for monies received.
3. Issue receipts for memorial donations.
4. Oversee the rental of various rooms at Melville, interacting with prospective renters, keeping accurate records and ensuring contracts are signed and kept on file and payments are received.
5. Inform the Caretaker of any activities that may involve them.

Job Description: Office Administrator

6. Update information database; including address changes, baptisms, confirmations, deaths, new members, transfers, Kid's Church participants, committee memberships, and other information as requested by Council.
7. Maintain baptism, burial and marriage registers.
8. Process the documents necessary for membership transfers in and out, in consultation with the Ministry staff.
9. As requested, provide training on use of office machines and equipment.
10. Check photocopier and printing machines to ensure readiness at all times and arrange repair/maintenance with provider as required.
11. Monitor and replenish office supplies.

Job Qualifications

Education/Training: High level of competency in computer skills, word processing, math, familiarity with standard office equipment and general office procedures. Familiarity with social media platforms, web-site management & maintenance.

Interpersonal: Excellent verbal and written communication skills. Ability to work in a team environment as well as unsupervised.

Knowledge: The life of the church centers on key observance periods. Knowledge of and experience in a United Church setting will be an asset. The church administrator will be expected to provide added support in busy periods of the church year.

Personality Traits: Self-motivated; Effective problem management skills; Ability to multitask and set boundaries when needed; Strong organizational and record-keeping skills; Exercises discretion, maintain confidentiality

Work Experience: Previous office experience managing a diverse office.

Environment

The office of the Church Secretary is located on the main floor of an historic building with multiple levels. The church operates with a few paid staff and a large volunteer structure. The building has a variety of uses including regular and one-time renters.

This role is frequently responsible for, or privy to, sensitive personal information about church and community members. Empathy, discretion and extreme attention to detail are key qualities for this role.

The broad scope of the job will often extend beyond the specific listed responsibilities because of the role's service orientation.
