

Program and Office Administrator

SUMMARY: This position serves as the trusted assistant to the Senior and Associate Pastors, providing critical support for church programs, communications and office administration. This person is expected to maintain complete confidentiality and serve as a caring assistant to interface with all members of the Immanuel Presbyterian community. This position serves as the primary point of contact for members, visitors and guests in person, on the phone and via email. Provides support for boards and committees, events and meetings, including scheduling, set-up, assembling materials and volunteer coordination. Assists with technology needs (hardware and software); posts and makes changes to church website. A cheerful, welcoming and caring presence is essential. The ability to effectively work with a diversity of people is crucial.

RESPONSIBILITIES:

Administrative support for church programs

- Maintains lists and schedules of volunteers for Sunday services and church programs including: Welcome Team, Ushers, Coffee Hour, Deacons, service opportunities and Parish Life Council
- Reaches out to members when additional volunteers are needed to assure adequate coverage
- Maintains weekly flower donation schedule and orders flowers
- Schedules Elders to prepare and serve Communion
- Provides assistance with the production of materials for Sunday School and Vacation Bible School
- Gathers information and prepares weekly reports on church attendance including in-person, on-line and views of recorded services
- Creates and maintains lists of in-person visitors from sign-sheets and on-line registration; prints letters for Pastor signature
- Helps prepare and set-up for Committee and Board meetings and church events

Communications and Publications

Under the direction of Pastors:

- Formats and prints the Sunday worship bulletin and uploads to social media.
- Prepares special services bulletins for weddings, funerals, Advent, Holy Week
- Prepares weekly e-newsletter, congregational letter and emails, with
- Prepares flyers, pamphlets and booklets including Advent Booklet
- Prepares reports for annual congregational meetings

Technology Support

- Maintains church website; makes updates, adds or removes content; provides links to recorded church services and other information
- Coordinates social media support
- Acts as key coordinator with Church's Information Technology vendor
- Coordinates with vendor on installation of hardware and software; including camera equipment
- Helps address technology issues related to the recording of church services
- Provides assistance to Pastors and staff to help resolve technology issues
- Maintains records of hardware, software and maintenance schedules

General office

- Answer phones, assist or direct callers, monitor church voice mail
- Greets in-person visitors, members, vendors
- Answers church emails
- Orders and maintains office supplies
- Organizes workroom
- Maintains church files both electronic and hardcopy
- Sends weekly bulletins to homebound members; send prayer letters

Requirements

Five years' experience in office administration including support of multiple staff members.

- Strong writing skills with excellent spelling, grammar and editing ability
- Demonstrated organization skills with strong attention to detail
- Fluency in Microsoft Office including Excel, Word, Publisher, PowerPoint, Publisher
- Experience with or ability to easily learn other applications including WIX (website), YouTube, (livestream), Constant Contact (email blast), Signup Genius, Zoom and Instant Church Directory
- Database and computer software systems experience
- Experience with website maintenance and creating Social Media Posts
- Self-sufficiency at troubleshooting and learning software and hardware solutions
- Regular maintenance of all required state clearances
- Work experience in a church or non-profit helpful
- College degree in Communication, Business or related field also helpful.

Personal Qualities

- Demonstrated ability to maintain confidentiality and deal with sensitive information
- Strong orientation to provide service to others and be a warm, welcoming presence
- Must respect diversity of church membership and community organizations including: age, gender identification, socio-economic status, sexual orientation, family and race
- Demonstrated ability to multi-task
- Must be professional, discrete, and well spoken