

Office Administrator Role Description

Job Summary

The Office Administrator will provide administrative support for the Lead Pastor, Council, staff and Faith Church ministries. This person will engage the congregation and foster a welcoming presence to the external community through compelling communications and social media outreach. The Office Administrator will maintain all church records and support the Finance Committee and Treasurer with financial record keeping. An integral part of the staff ministry team, the Office Administrator will participate fully in staff meetings and activities.

Essential Functions

1. **Communication with congregation and external community.** Proactively and effectively communicate and promote events and general church information to relevant audiences using a variety of print and electronic formats, as appropriate (including website, calendar, email and social media).
2. **Council and Administration Committee support.** Prepare documentation and correspondence for Council and Admin. Maintain and report on membership and district lists. Support Chair of Council and Clerk with administrative tasks.
3. **Administrative support for staff and Faith Church ministries.** Support church ministries with administrative tasks (e.g., prepare music for Worship team, maintain duty schedules, edit written communications, prepare materials) and ensure events and announcements are communicated.
4. **Administrative support for Lead Pastor.** Support the Lead Pastor with administrative work, as required.
5. **Record keeping.** Maintain church database, membership records and church archives. Correspond with the denomination and Classis Hamilton to ensure complete membership information. Track membership financial contributions and provide financial records and reports to Treasurer, including support for annual budget and pledge process.
6. **General office management and administration.** Answer church phone and manage general church phone messages, email and correspondence. Maintain office supplies and equipment and manage church calendar and facility bookings.

Qualifications

- Sincere faith in Jesus Christ and aligned with the mission and vision of Faith church
- Team player – contributes as an active and integral part of the Faith Church staff team
- Personable – acts as a welcoming first contact to all who connect with Faith Church (in person, by phone or online) and a friendly support to members of the congregation
- Adopts a growth mindset – looks for ways to make things better and brings ideas to the team for consideration; stays current on new ways of doing things; seeks new ways to engage with people; willingness to experiment
- Strong communicator – ability to write and edit clearly and concisely, with keen attention to detail; creatively tailors messages to audience; comfortably engages people via social media

- Technologically savvy – ability to efficiently use and/or learn various technologies to execute work (e.g., we currently use Google Suite, Planning Centre Online, Instagram, MailChimp, PowerChurch Database, The Bridge App); confident in finding answers and providing “tech support” for common problems
- Self-starter with strong organizational and time management skills – ability to establish and maintain orderly ways of record keeping, website content updates, filing, etc.; uses time in an efficient and effective way; self-motivated
- Discreet and professional – keeps confidences regarding personal and financial matters and approaches work in a professional manner
- Familiarity with Christian Reformed governance, classis structure and denominational culture would be an asset

Job Details

- Reports directly to the Lead Pastor, with some accountability to Council Admin Team
- Participates as active member of the staff team
- 20-24 hours per week