



Office Manager Job Description

Purpose: The Office Manager is an essential position in the smooth functioning of the church. The position typically manages the church office clerical functions, handles the office administrative responsibilities, and provides a wide range of support to the pastor and other staff positions. The position is often the first person visitors and newcomers meet at the church, whether by phone, email correspondence, or in person, and this makes the Office Manager an important part of the church's public image and outreach.

Essential Functions and Responsibilities:

- Acts as the church office receptionist directing phone calls, taking, and passing on phone messages, handling and processing emails received from the outside as well as those requested by church members and committee chairs, scheduling appointments, and guiding visitors and guests throughout the church.
- Receive, sort, and distribute all incoming internal and postal mail to the appropriate mailboxes, deliver and pick up church mail at the Blowing Rock Post Office daily.
- Prepare /Coordinate mailings (email and postal) and other distributable information as requested by the Pastor, Committees, and program staff.
- Attend weekly staff meetings on Wednesday and communicate regularly with office staff to ensure clear and smooth communications.
- Serve as an informational resource for the Pastor and Congregational Care Committee when the office is notified of prayer concerns.
- Maintain the church database (Breeze) and keep all membership and visitor information current.
- Maintain member giving records in Breeze and send out quarterly giving statements.
- Regularly update the church events calendar through Breeze.
- Prepare, edit, and produce all church publications as needed; timely prepare the weekly Sunday bulletin for staff review and publish final bulletins; prepare and distribute the weekly "Slate and Stone" newsletter.
- Serve as the webmaster for the church website ensuring it is kept up to date and all events are advertised correctly and in a timely manner.
- Review, organize, and reorder as required all church office and operating supplies.
- Coordinate church office volunteers to support the Office Manager throughout the week.

Core Competencies:

- **Interpersonal Skills:** Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the congregation; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable.

- **Priority Setting and Time Management:** Spends time and respects the time of others on what is important; identifies critical issues and ignores and minimizes distractions; demonstrates focus. Ability to work well under deadlines and respond appropriately to emergencies.
- **People/Volunteer Management:** Provides direction, gains commitment, facilitates change and achieves results through efficient, creative, and responsible engagement with others.
- **Integrity and Trust:** Is trustworthy; practices direct, honest, and transparent communication; keeps confidences; admits mistakes; doesn't operate with hidden agendas; responds to situations with constancy and reliability.
- **Team Orientation:** Demonstrates interest, skill, and success in team environments; promotes group goals ahead of personal agendas; steps up to offer self a resource to members of the team; understands and supports the importance of teamwork; shares credit for success with others, takes responsibility for his or her part in team failures.

Qualifications:

- **Preferred education** –High School or beyond formal education or demonstrated workplace experience sufficient to carry out the duties and responsibilities listed as essential functions.
- **Desired experience** – At least 2 years working in an office environment and ability to learn new technologies and systems.

Accountability: The Office Manager reports directly to the Director of Operations.

Evaluation: Conducted annually by the DO and a member of the Personnel Committee.

Hours: This is a full-time secretarial and administrative assistant staff position. Office hours are 9:00 AM - 5:00 PM Monday through Friday, 40 hours per week. Includes 10 paid holidays, 10 paid vacation days, and 10 paid sick days.