

Trinity Lutheran Church of Long Island City/Astoria
Position Description
(Revision Date: 9/25/2018)

Position Title: Office Administrator

Reports To: Pastor

Regularly Coordinates With: Regular staff (Pastor, Director of Outreach, Director of Music, Deacons), contract staff (Property manager, Landscaper) and Church Council President, Church Council Administration Chair, and other Lay Leadership.

Description: The Office Administrator oversees the administrative functions of the church office and provides direct administrative support to the church pastor and committee leadership. The incumbent is responsible for a significant volume of financial support functions and church database work.

The Office Administrator contributes to the ministerial life of the church by being outgoing and friendly to all visitors and callers. She/he is often the first face and voice of the church. She/he possesses a thorough knowledge of church events and community services for someone seeking information or aid. Treating people compassionately is essential to the many people who come to the door seeking help of one kind or another. The administrator insures that the office is well run so that the pastor and congregation members can focus on advancing the mission of the church. In addition, all parish records of births, baptisms, weddings, confirmation and deaths are properly recorded.

Responsibilities:

Financial:

- Prepares documentation (including check register, weekly collection reports, petty cash report, monthly and quarterly bank statements) for church accountant to prepare monthly financial reports
- Regularly liaise with church accountant to reconcile discrepancies and answer queries
- Prepare bills to church property tenants and insure that payments are made on time
- Process bills from vendors and draft checks to same
- Insure timely signing of all checks and digitize the check and corresponding bill for the records.
- Process and mail the checks
- Maintain accurate records of member identification numbers and relevant donation materials including records of giving and offering envelopes
- Prepare materials for financial audit and answer audit questions as appropriate
- Process and pay committee vouchers
- Process church property tenants' invoices and make sure money is paid in a timely fashion
- Process money counters sheets and prepare weekly offering reports designating what funds have been collected for the congregation
- Prepare thank you letters for all church donations
- Ensure that tax paperwork is signed and mailed in a timely fashion
- Maintain petty cash with accurate records and receipts

Administrative

- Maintain calendar of church usage and events
- Communicate with interested space renters to negotiate and prepare contracts as appropriate according to church policy
- Inform Sexton of all setups for same
- Maintain stock of office and other supplies
- Update prayer request lists as requested
- Order and distribute offering envelopes
- Update all membership and offering lists
- Prepare information and bulletin materials for regular gift programs including but not limited to the Sanctuary Lamp, Easter lilies, and Christmas poinsettias
- Oversee all incoming and outgoing mail and faxes, distributing incoming mail as appropriate
- Coordinate scheduling for weddings, funerals, and baptisms and confirmations
- Maintain membership and other parish records and in Shepherd's Staff
- Prepare, print, and distribute as necessary the weekly bulletin in coordination with the pastor, including weekly mailing to shut-ins.
- Research and provide members with records regarding births, baptisms, ancestry, etc.
- Prepare all adult and infant baptism requests, including preparation of certificates
- Prepare materials for Church Council, Congregational Meetings and Finance as requested, including agenda, minutes, and financial documentation
- Maintain up-to-date membership directory
- Prepare new-member materials as necessary
- Maintain standard forms and ministry literature
- Provide excellent customer service in response to emails phone calls walk-ins and other communications
- Maintain all insurance and workers compensation policies
- Maintain subscriptions as appropriate
- Oversee maintenance of office equipment; including making recommendations for replacement
- Give facility tours to prospective property renters

Expectations:

- Professionalism, demonstrated by well-groomed appearance, conscientious work ethic and accountability
- Willingness and ability to work at a fast pace within a variety of settings and circumstances with composure and flexibility
- Maintain confidentiality as appropriate
- Exercise discernment and wise judgment
- Demonstrate high level of attention to detail
- Willingness to seek new information and resources as needed
- Ability to multi-task and prioritize in a complex environment
- Demonstrate strong administration skills and the ability to work independently without supervision.

Required Skills:

- Database and graphic arts experience
- Demonstrated commitment to providing excellent one-on-one service
- Demonstrated understanding of financial accounting and relevant financial accounting software (Quicken)
- Demonstrated bookkeeping experience
- Advanced knowledge of Microsoft Office (Word, Excel, etc.)

- Internet skills for conducting research to solve problems independently
- Experience with e-mail communication for business
- High degree of English-language proficiency, both written and spoken

Experience Required:

- A minimum of five years' experience in an administrative/office setting
- Demonstrated experience managing financial processes and using financial accounting computer software
- Demonstrated database skills
- Demonstrated management skills and general administrative/office functions
- Demonstrated experience in non-profit work is preferred

Preferred Experience/Background:

- Knowledge of, and interest in, the administrative functions of a church
- Relevant education beyond the minimum required will be considered in lieu of some of the five years minimum experience requirement
- Knowledge of working with a diverse community of people with different outlooks and backgrounds.

Education:

- Bachelor's degree is preferred