

Position description: **Office Manager**

Our Savior's Lutheran Church (OSL), Sioux Falls, SD

Employee Category: II, Full-time Support Staff, Non-exempt with benefits; requires some evenings and weekends

Primary function: This position provides a variety of administrative and secretarial functions in support of Our Savior's Lutheran Church: greeting and routing visitors; routing telephone calls and mail; directing workflow of support staff and various other office functions; establishing and maintaining efficient filing systems; utilizing OSL computer software as needed; assisting in projects as requested.

Source of Supervision: Business Administrator

Direction of other staff: Volunteer office helpers

Core ministry area: Critical to the smooth operation of the church office, the Office Manager provides essential support to the senior pastor, core ministry team leaders, and other staff, and presents a personable and professional presence to all who interact with the church office.

Required skills and competencies:

- A. Friendly, diplomatic, tactful, and capable of keeping information confidential.
- B. Proficiency in oral and written communication, organization, and planning.
- C. Collegial with staff and volunteers in a large church setting.
- D. Skilled in gathering and reporting information.
- E. Self-motivated and willing to serve.
- F. Proficiency in basic secretarial duties.
- G. Working knowledge of basic arithmetic to perform calculations, balance and reconcile figures, and make changes accurately.
- H. Attention to deadlines and the discipline to work with focus in a well-defined timeline for completion of tasks.
- I. Hold a high school diploma or its equivalent (required).
- J. Have a minimum of three (3) years of experience in similar position.

Work performed:

- A. Receptionist
 1. Operates church switchboard; answers incoming calls and either refers to or takes messages for the appropriate persons.
 2. Responsible for prompt routing of urgent calls or messages to appropriate person or designee. Assures that such person or designee has been informed of the urgent nature of the communiqué.
 3. Greets all persons who enter office area in a courteous and professional manner and offers assistance.
- B. Church calendar
 1. Records worship services, meetings, classes, and special events.
 2. Schedules weddings, funerals, and special events.

3. Responsible for timeliness and accuracy of calendar.
 4. Responsible for accuracy of calendars in *The Intercom* and bulletins.
 5. Responsible for communicating current calendar items to staff.
- C. Executive secretary to pastoral staff
1. Provides assistance as needed.
- D. Bulletin announcements
1. Proofread all announcements for accuracy, proper grammar, and formatting.
- E. Purchasing agent for office supplies
1. Maintain adequate inventory of all office supplies.
 2. Track and order worship supplies.
- F. Church records
1. Record baptisms, weddings, deaths, and address changes in official church records in a timely manner.
 2. Complete and file the ELCA Parochial Report.
- G. Other
1. Work collegially and cooperatively with the pastoral staff, other staff, and members of the congregation in carrying out pastoral responsibilities.
 2. Perform other duties as assigned by the business administrator, senior pastor, or other staff.

A well-qualified candidate will:

- A. Demonstrate proficiency with Word, Excel, Power Point, with the ability to learn Google Calendar, Outlook, church database software (like ACS), and event management software.
- B. Have availability for weekly staff meetings and flexibility to coordinate meetings with ministry volunteers.
- C. Provide a cover letter, résumé, and complete the standard OSL job application form.
- D. Agree to a background check.

Approved: September 2006

Updated: March 2017; July 2019