Job Description

Job Title: Office Administrator

Mission Area: Operations
Supervisor: Director of Operations
Reviewed and Current: August 2026

FLSA: Non-exempt
Full time, hourly
35-40 hours per week

Position Summary: The Office Administrator is the primary point of contact for church members, visitors, ministry leaders, and community partners. Through hospitality, organization, and attention to detail, this position supports worship, office operations, facility use, congregational events, office volunteer coordination, and the many behind-the-scenes functions that make ministry possible.

Primary Accountability: Ensure that church members, visitors, staff, and ministry leaders experience efficient, welcoming, and well-organized administrative support while coordinating worship, facility use, and congregational life events. This role does not include giving administration, accounting, bookkeeping, payroll, budgeting, churchwide or ministry-specific communication oversight, or facilities/property management.

Work Schedule: This is a full-time, Monday–Friday position, typically 35–40 hours per week. Required front-desk and office coverage is Monday–Thursday, 9:00 a.m.–1:00 p.m. Remaining hours are used for worship administration, facility-use coordination, scheduling, and other administrative responsibilities. Schedule flexibility, including remote work, may be available with supervisor approval, provided required office coverage and position responsibilities are met. No regular Sunday hours are expected.

Essential Duties and Responsibilities

Reception and Congregational Care

- ❑ Provide a welcoming first point of contact for visitors, members, ministry leaders, and community groups.
- ❑ Answer telephone calls, monitor voicemail, respond to inquiries, and route requests appropriately.
- ❑ Greet visitors and provide information, assistance, and hospitality.
- ❑ Manage the church's general email correspondence and office communications.
- ❑ Maintain confidentiality regarding member, staff, and church information.

Worship Administration

- ❑ Coordinate, prepare, and produce worship bulletins, presentation slides, worship folders, leader guides, and related materials for weekly worship and special services.
- ❑ Maintain the worship planning calendar and coordinate worship-related scheduling in support of worship leaders.
- ❑ Coordinate worship planning meetings, including scheduling, agendas, notes, and follow-up communication.
- ❑ Ensure copyright compliance and proper licensing acknowledgments for worship resources.
- ❑ Order and distribute liturgical planning resources and worship supplies.

Office Operations

- ❑ Oversee daily office operations and administrative processes.
- ❑ Coordinate office volunteers and provide training, scheduling, and supervision.
- ❑ Open, sort, and distribute incoming mail, including mail containing checks.
- ❑ Secure contributions until processed through counting and deposits.
- ❑ Manage office equipment – copier/printers, phones, postage machine – and applicable vendor service requests.
- ❑ Order and maintain office supplies and workroom resources.
- ❑ Update phone system greetings and office information as needed.
- ❑ Maintain official church records in accordance with record-retention policies and serve as staff liaison for archives and historical preservation efforts.

Calendar and Event Coordination

- ❑ Maintain the church master calendar and facility schedules.
- ❑ Coordinate scheduling among staff, ministry leaders, and church groups.
- ❑ Assist with planning and administration of church-wide events and special services.
- ❑ Communicate scheduling changes and event details to affected parties.

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Facility Use Administration

- ❑ Coordinate facility reservations and scheduling for ministries, weddings, funerals, and community groups.
- ❑ Process facility-use requests and ensure required forms, fees, and approvals are completed.
- ❑ Communicate facility-use policies and procedures.
- ❑ Document and communicate event setup requirements to facilities staff and volunteers.

Major Life-Event Administration

- ❑ Coordinate administration and communication for weddings, funerals, baptisms, interments, and related services.
- ❑ Prepare schedules, documents, worship materials, and facility arrangements related to these events.
- ❑ Manage memorial garden reservations, records, scheduling, and fees.
- ❑ Assist with grief-care resources and follow-up communications as needed.

Administrative Support

- ❑ Provides administrative leadership and coordination for church-wide office operations, worship administration, facility-use processes, and major life-event administration.
- ❑ Prepares correspondence, forms, schedules, reports, and other administrative communications supporting church operations and congregational activities.
- ❑ Collaborates with the Communications Coordinator by providing information for church-wide events, and partners with the Ministry Systems Administrator to support data accuracy and consistency.
- ❑ Attends and participates in staff meetings and collaborative planning processes.
- ❑ Supports annual reporting and special projects as assigned.
- ❑ Performs other duties as assigned in support of the mission and ministry of the church.

Qualifications

- ❑ **Education:** High school diploma or GED required. Associate or bachelor's degree in business administration, office management, communications, nonprofit management, organizational leadership, public administration, hospitality management, event management, ministry, religious studies, or a related field preferred.
- ❑ **Experience**: Three to five years of administrative, office management, or executive support experience required; experience in a church, ministry, nonprofit, hospitality, customer service, or related administrative environment preferred. Familiarity with Christian worship services, church operations, and ministry practices is desirable.

Required Skills and Competencies

- ❑ **Administrative Skills:** Highly developed organizational and time-management skills; ability to manage multiple projects, deadlines, and interruptions; ability to work independently while supporting multiple stakeholders; strong attention to detail and follow-through.
- ❑ **Technical Skills:** Proficiency with Microsoft Office Suite, including Outlook, Word, Excel, PowerPoint, and Teams; experience with church management software and online calendars preferred; ability to operate standard office equipment and technology systems.
- ❑ **Communication Skills:** Excellent verbal and written communication skills; strong proofreading and editing abilities; professional and welcoming interpersonal style.
- ❑ **Interpersonal Skills:** Demonstrates servant leadership, professionalism, discretion, and confidentiality; works effectively with staff, volunteers, ministry leaders, and congregants; displays hospitality and sensitivity in interactions with people experiencing significant life events.
- ❑ **Physical Requirements:** Ability to sit and work at a computer for extended periods; ability to occasionally lift, carry, or move office supplies, boxes, and equipment up to 25 pounds, with or without reasonable accommodation; ability to access and move within church facilities, with or without reasonable accommodation, as needed to support ministry activities, events, room setups, and administrative coordination.
- ❑ **Core Expectations:** Supports and advances the mission, vision, values, and ministry of Epiphany Lutheran Church; demonstrates professionalism, confidentiality, hospitality, and a service-oriented attitude; works collaboratively as a member of the church staff team.