Church Administrative Assistant
Job Description
St. Paul Westlake
Lutheran Church + School

PRIMARY OBJECTIVES

Perform church office administrative support and assigned operational functions with exceptional customer service, accuracy, and in an efficient and effective manner.

ESSENTIAL JOB FUNCTIONS

- Administer and maintain Planning Center Online (PCO) and Church Center systems:
  - Maintain current church membership information
  - Maintain the master church calendar in PCO/Church Center, and coordinate the use of church facilities
  - Post church attendance to PCO for those who use the forms in the pews to manually sign-in (or if volunteer assistance is used to post attendance, then ensure that this step is completed)
- Serve as church office receptionist:
  - Greet visitors in a welcoming manner
  - Answer the telephone in a polite and professional manner
  - Receive and distribute incoming mail
  - Responsible for outgoing church mail
  - Respond to email sent to the church office, or forward as appropriate, in a timely and efficient manner
- Provide administrative and support services to the Pastors, the church staff, and church leaders as requested. This includes, but is not limited to:
  - Assist with general printed and electronic correspondence to members
    - Voters' meeting announcements and communications
    - Bulletins and mailings to shut-ins
    - Thank you letters to donors of memorial gifts
    - Routine reports to Pastors and Boards, as requested
    - Other communications, as needed
  - Schedule weddings, funerals, baptisms, and other activities
    - Prepare certificates
    - Order baptism banners from the Banner Group
- Serve as back-up to Business Operations Manager to administer the building security system in collaboration with the Business Operations Manager as needed:
  - Schedule controlled access for all door locks in the building per the master church calendar
  - Assign key fobs, key cards, and physical keys as needed
    - Deactivate key fobs/key cards and retrieve physical keys from persons who no longer require access to the building
    - Maintain a digital list, on the church server, of holders of key fobs, key cards, and physical keys
- Purchase supplies etc. for church staff, church Boards, and church ministries as authorized and approved
  - Receive ordered goods and update purchase request forms
  - Maintain Amazon tax exempt account. Make church and school purchases
- Provide the church Senior Accountant receipts and appropriate approvals for purchases made with the church office credit card

- Schedule routine maintenance and repair of office equipment
- Maintain church digital files and paper documents:
  - Maintain permanent records of baptisms, marriages, births, deaths, confirmations
  - Do research, when requested, to verify records of baptisms, marriages, funerals, etc. and provide written proof, when requested
  - Comply with the church's records retention policies
  - Create and maintain a digital list of church office volunteers and the activities in which they are involved
- Work collaboratively with others as needed to complete daily work assignments and projects in a timely manner
- Perform special projects and other duties as assigned

EDUCATION AND EXPERIENCE

- High school diploma or equivalent certification.
- Two years of experience in office administration
- Experience with Facebook, Twitter (X), Instagram and other social media applications, preferred

COMPETENCIES: KNOWLEDGE, SKILLS, AND ABILITIES

- Displays a positive, professional demeanor and excellent interpersonal and service skills
- Outstanding organizational skills, including the ability to organize and maintain workflows to meet deadlines
- Strong communication skills: Ability to effectively communicate orally and in writing
- Strong attention to detail and accuracy
- Strive for accuracy, correct spelling, proper grammar and excellence in all communications
- Demonstrates initiative, responsibility, flexibility and an ability to adapt as needed
- Ability to maintain a high level of confidentiality
- Proficiency in Microsoft Word and Excel
- Knowledge of Microsoft Publisher, preferred

PAYROLL CLASSIFICATION

Hourly, Non-Exempt
Part-time, 12-months per year, 29 hours per week

REPORTING STRUCTURE

Reports to the Business Operations Manager (BOM)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee may be indoors or outdoors. Employee is regularly required to talk or hear or answer the phone/2-way radio; is frequently required to use hands or fingers; handle or feel objects, tools, or controls; type; is frequently required to stand; walk; sit; reach with hands and arms; some of which may be for extended periods of time. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually moderate.