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**Friendship Christian Reformed Church (FCRC)**

**Position Description**

**ADMINISTRATOR/OFFICE MANAGER**

**Oversight, direction, evaluation and support provided by:**

* Accountable to the Governing Council
* Council supervision will include counsel, encouragement and assistance in the work of the Lord.

**Works closely and in a mutual accountability with the:**

* The Pastor of Worship and Discipleship (Team Leader), the Pastor of Congregation Care and Outreach, and the Youth Pastor.
* Finance, Personnel, Safe Church/Risk Management, Building and Grounds, Technology/Communications and Security Teams

**Provides supervision, oversight, development and/or evaluation of:**

* The Receptionist/Administrative Assistant, Facilities and Technology (AVL) Coordinator

**Classification:**

* Non-Ordained,Full Time, Salaried, Exempt.

**Hours of Work:**

* Regularly scheduled 5 days per week, working 40-45 hours, with scheduling flexibility required and given to best meet church needs

**General Responsibilities:**

* The Administrator works with the Governing Council, Pastors, Staff, and support teams to oversee to guide, direct and manage the business functions of Friendship Christian Reformed Church in accordance with its mission and vision.
* Primary areas of responsibility are: Administrative Leadership, Human Resources, Volunteer Recruitment & Development, Finance, Technology, Communications, Records, Facilities and Grounds, Safety and Security.
* Responsible for maintaining financial records of the Church accounts and funds, including: processing payroll for church staff, disburses payments, prepares deposits, prepares financial statements, reports, and tax statements*. Note: some of these functions may be contracted out as determined necessary for sake of time, expertise and efficiency.*

**Specific Responsibilities:**

LEADERSHIP AND SUPERVISION

* Guides, directs and manages administrative functions of the church, working closely with the Governing Council, Church Pastors, staff and congregation member support teams
* Attends Governing Council as a non-voting member to report on status of all areas of responsibility and to ask for and receive direction in these areas.
* Ensures the daily operation of the church runs smoothly; provides ongoing review, oversight and evaluation of administrative functions, procedures, and policies.
* Provides leadership in strategic planning, budgeting, quality assurance and improvement, Makes recommendations to the leadership teams and GC, for growth and development as needed.
* Hires, supervises, guides, encourages, supports and evaluates the work of administrative support staff. Supports Council and Pastor Leaders in doing the same for other staff.
* Supports Pastors, ministry leaders and staff in completing their assigned duties and responsibilities, providing administrative accountability and developing an engaged, team oriented, workplace.
* Actively participates in and supports leading regular leadership team (biweekly) and staff (monthly) meetings to assure good communication, unity, and support of church vision and goals.
* Monitors annual Council nominating cycles so that nominations are made in a timely fashion for all offices of the church developing and utilizing a vetting process.
* Coordinates planning and execution of leader orientation in conjunction with Pastors, as applies to those beginning service/serving as Ministry or Team Members or beginning any Council position.
* Provides significant input in vision casting and goal setting staff leaders and the Council.
* Provides leadership and/or support for the Personnel, Safe Church/Risk Management, Technology/Communications, Security, Building/Grounds and Finance teams.
* Oversees the work of the Church Receptionist/Administrative Assistant, serving as back-up to this potion, assuring phones are answered, guests are greeted and served, and other clerical and office support functions are completed in a warm, timely, professional and effective manner.
* Attend Discover Friendship meetings for new members

HUMAN RESOURCES/PERSONNEL

* Coordinates the hiring process for all church staff, ensuring consistency in the hiring process.
* Ensures up-to-date job descriptions are in place for each position. Evaluates and revises job descriptions as needed in coordination with the Personnel Team and Council.
* Monitors performance and coordinates annual job performance evaluations of all staff. Meets regularly with individual staff to support goal setting, development and dispute/problem resolution.
* Develops and maintains congregation and employment policies and procedures in coordination with the Personnel Team, updating Handbooks as necessary.
* Develops and maintains pay ranges, compensation and benefit plans in coordination with Finance and Personnel Team.
* Orients new employees in areas of church and human resources and policies.
* Maintains employee personnel files.

FINANCE

* Works closely with an Accounting (CPA) Firm assuring sound fiscal policies in areas of operational accounting and payroll administration.
* Initiates and facilitates the annual budget process in coordination with the Finance Team.
* Monitors budget expenditures, paying attention to facilities, equipment, personnel and office budgets.
* Oversees the work of and supports the Counting Team.
* Signs and reviews checks for all payable items in coordination with the Finance Team.
* Process accounts payable including bills due, reimbursements, monthly payments, and payroll, ensuring there is appropriate documentation for payments. Files and sends payroll taxes, W2s and 1099s on a timely basis.
* Process transfers between FCRC funds and accounts, to include Faith Promise (Missions), Christian Education, and special collections.
* Monitors spending within budget parameters. I.e. copies, etc.
* Make deposits for donations that are received at the church office. Keep appropriate records to provide accurate donor receipts. Enter contributions data entry from reports produced by the Counting Team and/or Deacons. Prepare monthly closing and financial reporting. Prepare and distribute appropriate reports to council members and ministry leaders. Prepare necessary annual reports under the direction of the church Treasurer. Prepare and distribute contribution reports per the Finance Team.
* Responsible for investment management and accurate record retention.

COMMUNICATION, INFORMATION & TECHNOLOGY

* Works and supports staff in providing timely and accurate communication with the congregation via website, emails, printed information, etc.
* Lead the Technology Team, staff and contractors in maintenance, replacement and improvement of computers and other technology. Manages daily computer issues.
* Oversees security passwords, licensing, door access, camera and phone systems.

FACILITIES (BUILDING AND GROUNDS) and SECURITY

* Oversees and manages the Facilities Coordinator and work with the Building and Grounds Team.
* Responsible for coordinating immediate maintenance needs of the church (ex. plumbing leaks, HVAC outages) as well as regularly schedule maintenance in conjunction with Custodian.
* Responsible for lawn maintenance, snow removal and cleaning contracts.
* Oversees Risk Management functions, including Incident Report review and response procedures.
* Oversees church insurance coverage, periodically (every 2-3 years) going out for bid, filing claims, etc.
* Serves as a contact for the Security Team, fielding questions, assuring appropriate key and card access, etc.
* Oversees facility usage policies and procedures.

ADMINISTRATIVE SUPPORT FOR COUNCIL/SAFE CHURCH LEADERSHIP

* Leads and support Safe Church efforts ensuring appropriate policies and procedures are developed and followed.
* Actively seeks to identify, connect and develop service volunteer ministry within the church
* Assures accurate membership records (Breeze database) are maintained, including: baptisms and profession of faith certificates, overseeing member lapsing and transfer paperwork, etc.
* Open mail, prepare and distribute documents and reports for council meetings, as requested by the Council Clerk or President, the Secretary of the Elders, or the Secretary of the Deacons. I.e. agendas, meeting minutes, congregational meeting ballots, etc.
* Other duties as assigned by the Council Clerk or Council President.

**Qualifications and Requirements**

1. Personal Qualifications:

* A committed, mature Christian with a close personal relationship with Jesus Christ; being in the Word and praying daily; and displaying love, faith, humility, and obedience of Christian discipleship.
* A person of prayer committed to personal and professional growth.
* Integrity and uncompromised commitment to a high level of confidentiality. Strong Christian ethical character with ability to convey need for same among others.
* Excellent written and verbal communications skills; able to work effectively with diverse people in support and development of both staff and church members
* Have a Customer Service mindset: personable, polite, caring, compassionate, understanding, etc.
* Capable in group dynamics, building unity and consensus and leading in effective decision-making.
* Well organized, detail oriented, a self-starter, with ability to multi-task.
* Demonstrates ability to lead, guide, delegate giving clear direction, develop and evaluate others
* Demonstrate a model personal lifestyle, properly balancing commitments to church, self and family.
* Position does not require church membership.

B. Professional Qualifications:

* A Bachelor’s degree in business, management or a related field.
* Minimum of 5 years effective administrative leadership experience in a ministry or business setting.
* Proficiency and with computer systems and applications, particularly with MS Office, Windows and other church software applications
* Excellent accounting knowledge and skills, including a minimum of two years relevant accounting/ bookkeeping experience with debits, credits, payroll, accounts payable, funds recording/reporting, etc.
* Knowledge of organizational policies, procedures and systems; business office processes, general accounting principles; able to prepare effective and understandable documents and correspondence.
* Additional training and experience in Financial Accounting, Human Resources, and/or in Facilities and Property Management is preferred.
* Able to lead and work effectively and cooperatively in a staff team environment.
* This job requires uncompromising confidentiality to protect member and church information.
* Expressed agreement and support for FCRC’s stated vision, mission and goals

*Responsibilities and qualifications delineated in this position description will be reviewed and modified annually, more often at the discretion of the Ministry Council,*

*to assure it is both an accurate reflection of the staff member and best meets the changing goals, plans and needs of the church.*

***Modification in the position description is subject to approval by the Ministry Council.***