Office and Communications Assistant
ST. MARK’S UNITED METHODIST CHURCH
Job Description

Updated: July 2019

Summary:
Part-Time Staff position responsible for assisting with communication and administrative services for St. Mark’s United Methodist Church.

Requirements:
Must be a self-identified Christian and have a friendly and professional character. A college degree and/or previous related experience are preferred. Must have excellent organizational skills and be computer literate with multiple software applications including Microsoft Office (especially Publisher and Excel) and church management system. He/she must have the ability to write and edit professional, error-free communications with a keen awareness of audience and purpose, including ability to adapt content to voice, purpose and strategy. Write engaging subject lines, headlines and sub-copy. Additionally, he/she should be diligent, on time with tasks, flexible when needed and able to take initiative.

Accountability:
The Office and Communications Assistant is under the direct supervision of the Business Manager and is subject to the jurisdiction of the Pastor and the Staff Parish Relations Committee. He/she works closely with the Business Manager and other part-time office personnel. He/she must be able to attest that they will maintain the confidentiality of sensitive information a person in this position has access to.

Responsibilities:
This is an administrative hourly position that requires him/her to be in the office Monday-Thursday 9:00am – 3:00pm.

This person will assist with:
Communications: Write copy for inserts, monthly newsletter, flyers and social media; Print inserts, newsletters, flyers and mailings; Support the church using our management software, Breeze Data System, and other duties as assigned.

Membership: Prepare cards for church members, follow up on pastoral phone calls and notes, prepare member engagement tracking spreadsheets, update the pastor’s log, manage RSVPs, update bulletin board and church sign, and other duties as assigned.

Reception: Answer phones, greet visitors, get and distribute mail, sign for packages, send and receive emails, and other duties as assigned.

Office Management/Housekeeping: Make coffee, water plants, wash dishes, do laundry, provide general maintenance personnel oversight, communicate with cleaning personnel, maintain attendance pads, maintain and distribute prayer cards, update calendar and share as needed, ensure monthly testing of safety and first aid kits, and other duties as assigned as outlined in the Front Office Handbook of Duties.

REVIEW AND ACKNOWLEDGEMENT:
By signing below, I acknowledge that I have received a copy of, read and reviewed with my supervisor, and understand the responsibilities, accountabilities and reporting relationships as contained in this position description. I further acknowledge that I am able to fulfill the requirements of this position as outlined herein:

____________________________________  __________________
Employee’s Signature                  Date

____________________________________  __________________
Supervisor’s Signature                Date
Front Office Handbook of Duties

List of Duties for Office and Communications Assistant

Daily Responsibilities:
- Unlock front and handicap door
- Make coffee
- Check mail each morning and distribute to recipients
- Pleasantly greet visitors and address their needs
- Answer the phone
- Frequently check emails and phone messages and reply promptly and/or distribute to proper recipients
- Use Breeze, assist with questions about calendar and directory
- Shut down and lock up office at the end of the day

Weekly Responsibilities:
- Mondays: washing dishes and laundry, maintenance list, attendance pads (replace needed supplies, pull completed forms or prayer cards), sort through bulletins (keep needed inserts and recycle), water plants, check paper/toner/other supplies and tell the Bookkeeper to order, manage prayer cards, possibly enter attendance
- Tuesdays: prep cards for staff meeting and maintain card log
- Wednesdays: attend staff meetings 10am, print inserts
- Thursdays: print calendar for custodian
- Schedule and coordinate Friday volunteers and plan ahead for holiday bulletin stuffing
- Print church publications including bulletins (Director of Worship Arts will print 11am bulletin from her computer)
- Manage inserts with design support from Business/Communications Manager
- Organize announcements to send to Director of Worship Arts
- Check on status of Sunday altar flowers

Monthly Responsibilities:
- Update and change outside sign and bulletin board
- Check AEDs, Stop the Bleed and First Aid Kits
- Send pastor the list of cards mailed at the end of each month
- Edit/Update and print Connection and replace in new member packets, welcome centers and visitor pamphlets in conference room
- Manage Upper Room devotionals
- Member reengagement tracking

Seasonal Responsibilities:
- Christmas and Easter bulletin prep
- Replace seasonal flyer and other publications in new member packets, welcome centers, and visitor pamphlets in conference room
- Update church schedule for upstairs (previously printing weekly calendars and posting upstairs, by laundry room, for Custodian and Pastor)
- January letter to county for trustees
- Lenten, Easter, Christmas envelopes
- Order special flowers as required for worship season

Ongoing Responsibilities:
- Update Lead Pastor’s “Pastoral Record” book with membership information
- Assist with mailings to church members including, but not limited to: weekly bulletins and monthly connections for homebound members
- Communicate, manage and supervise cleaning personnel to ensure proper care and cleaning of church facilities.
- Manage RSVP’s for church events including mission dinners
- Memorial letter donations
- Calendar updates
- Maintain Lay Leadership spreadsheet
- Maintain directory photos
- Make required maintenance calls as directed by business manager and escort workers where they need to go.
- Produce copy for church publications in support of church ministries and events
- Post on Facebook page as directed (global disasters, holidays, sermon series)
- Assist with church keys
- Assist with special bulletins (ie: poinsettias, Easter flyers)
- Help communicate to building users changes in schedule
- Ensure publications (such as bulletins) are assembled as needed