

Trinity Lutheran Church of Long Island City/Astoria
Position Description

Position Title: Office Administrator

Reports To: Pastor

Regularly Coordinates With: Church Council President, Church Council Administration Chair, other lay leadership

Employee Name:

Description: The Office Administrator oversees the administrative functions of the church office and provides direct administrative support to the church pastor and lay leadership. The incumbent is responsible for a significant volume of financial support functions including the processing of invoices and ensuring that church property tenants submit accurate remittances in a timely fashion. The Office Administrator contributes to the ministerial life of the church by ensuring an effectively run office so that the pastor and congregation members can focus on advancing the mission of the church.

Responsibilities:

- Financial:
 - Reconciles deposits using financial transaction software
 - Prepares documentation for transmission to church accountant in preparation of monthly reports
 - Regularly liaise with church accountant to reconcile discrepancies and answer queries
 - Ensure church property tenants remit payments on time
 - Prepare invoices and receipts for church property tenants as appropriate
 - Communicate with church property tenants to resolve problems in an effective manner
 - Maintain spreadsheets and other documentation to ensure that all bills and other necessary payments are processed in a timely and effective manner
 - Maintain relationships with vendors and keep relevant vendor records/documentation
 - Ensure that tax paperwork is signed and mailed in a timely fashion
 - Maintain accurate records of member identification numbers and relevant donation materials including records of giving and offering envelopes
 - Assign all giving to appropriate fiscal accounts and prepare funds for deposit as appropriate
 - Prepare materials for financial audit and answer audit questions as appropriate
 - Maintain all insurance and workers compensation policies and ensure that payments are remitted as appropriate
 - Maintain subscriptions as appropriate
 - Maintain petty cash with accurate records and receipts
 - Other occasional duties as assigned
- Church Office
 - Oversee maintenance of office equipment; including making recommendations for replacement
 - Maintain church calendar of events and space requests

- Communicate with interested space renters to negotiate and prepare contracts as appropriate according to church policy
- Maintain stock of office and other supplies
- Update prayer request lists as requested
- Order and distribute offering envelopes
- Prepare information and bulletin materials for regular gift programs including but not limited to the Sanctuary Lamp, Easter lilies, and Christmas poinsettias
- Oversee all incoming and outgoing mail and faxes, distributing incoming mail as appropriate
- Coordinate scheduling for weddings, funerals, and baptisms
- Prepare, print, and distribute as necessary the weekly bulletin
- Maintain membership records, including births, baptisms, weddings, etc.
- Research and provide members with records regarding births, baptisms, ancestry, etc.
- Prepare all adult and infant baptism requests, including preparation of certificates
- Prepare materials for Church Council as requested, including agenda, minutes, and financial documentation
- Maintain up-to-date membership directory
- Prepare new-member materials as necessary
- Maintain standard forms and ministry literature
- Provide excellent customer service in response to emails, phone calls, walk-ins, and other communications
- Write “thank you” and tax letters to donors as appropriate
- Write letters to potential members
- Maintain Office Procedures and Reference Manual
- Other occasional duties as assigned
- Property
 - Oversee administration of routine property maintenance including: stair lift, fire extinguishers, pest control, main sewer line, cleaning of gutters, oil tank & piping system, etc.
 - Make arrangements for boiler inspection and necessary documentation with relevant municipal authorities
 - Give facility tours to prospective property renters
 - Ensure that all fines and other penalties are paid in a timely fashion, follow-up with necessary authorities to ensure clearance of any balances
 - Other occasional duties as assigned

General Expectations:

- Professionalism, demonstrated by well groomed appearance, conscientious work ethic and accountability
- Willingness and ability to work at a fast pace within a variety of settings and circumstances with composure and flexibility
- Maintain confidentiality as appropriate
- Exercise discernment and wise judgment
- Demonstrate high level of attention to detail
- Willingness to seek new information and resources as needed
- Ability to multi-task and prioritize in a complex environment
- Demonstrate strong administration skills and the ability to work independently without supervision.

Required Skills:

- Demonstrated commitment to providing excellent customer service
- Demonstrated understanding of financial accounting and relevant financial accounting software (Quicken, etc.)
- Intermediate knowledge of Microsoft Office (Word, Excel, etc.)
- Internet skills for conducting research to solve problems independently
- Experience with e-mail communication for business
- High degree of English-language proficiency, both written and spoken

Experience Required:

- A minimum of five years experience in an administrative/office setting. Demonstrated experience managing financial processes and using financial accounting computer software. Demonstrated experience performing general administrative/office functions.

Preferred Experience/Background:

- Knowledge of and interest in the administrative functions of a church
- Relevant education beyond the minimum required will be considered in lieu of some of the five years minimum experience requirement.

Education:

- High school diploma required
- Associate's degree in Business or similar field preferred
- Bachelor's degree in Business or similar field strongly preferred