



Position Title: Office & Ministry Support Administrator
Ministry: Hope Lutheran
Reports To: Director of Finance & Human Resources
Employment Type: Full Time / Exempt

Position Summary

The Office Administrator provides administrative duties; manages and produces internal and external communications; and coordinates activities, communication, and tasks across the Hope organization and those that interact with Hope. In these three main areas the Office Administrator must ensure efficient and professional operation of the church office and be able to operate in an environment that is constantly changing while interfacing with multiple personality types and situations. Primary job duties include but are not limited to the following:

- Plan, create / compile, organize, and distribute internal communications and documents as required, such as electronic / paper bulletins, newsletters, and promotional materials. Support internal groups such as the Board of Directors, the Board of Elders, and the Foundation Board with printing, distributing, filing, and communications issuance.
- Plan, create / compile, organize, and distribute external communications as required, interfacing with individuals, the public, and the government.
- Provide general reception duties and administrative support for the church office, Senior Pastor, other ministry staff, and the congregation for items such as but not limited to the following:
 - Serve as the receptionist, providing telephone support, initiating or responding to inquiries and relaying messages.
 - Sort, prioritize, respond to or forward daily written correspondence.
 - Respond to and compose correspondence requiring independent judgment and knowledge of Hope Lutheran Church policies. Conduct special projects requiring independent judgment.
 - Field walk-in requests / questions such as community help for food or financial assistance, sales calls, etc.
 - Assist the Director of Finance and Support Services in various bookkeeping tasks.
- Provide coordination / scheduling and guidance for church events / calendar, ministry teams, committees, part-time support, etc. such as but not limited to the following:
 - Coordinate the visitor follow up process (recording, sending follow-up letters, sending invitations to new member classes, etc.).
 - Recruit and oversee various volunteer Ministry Action Teams (i.e. Bulletin Crew, the Bulk Mail Crew, Pew Crew, volunteer receptionists).
 - Coordinate the intake process for new members.

Qualifications / Requirements

- Candidate must have a servant's heart, be able to make good Christ-centered decisions in difficult situations and handle a variety of tasks with grace. In addition, persons filling this position must wholeheartedly endorse and support Hope's beliefs, mission and ministry. Must possess and express a mature faith in Jesus as their Lord and Savior and be an active



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member of Hope Lutheran Church or be an active member of another Bible based church.

- Minimum 4 years of experience in office administration or other similar administrative support role. College graduate preferred.
- Minimum typing capability of 65 wpm and transcribing experience.
- Competency in the MS Office Suite of programs, Publisher, and an aptitude for learning cloud-based tools.
- Proficiency in the use of standard office tools (copiers, fax, folding machine, etc.).
- Strong organizational skills with the ability to perform detailed work and prioritize workload.
- Excellent knowledge of English composition and punctuation.