

Role: Office Manager

Role Type: Full-Time Salary

Oversees: Front Desk Staff, Admin Team (staff & volunteer), Event & Hospitality Team (staff & volunteer)

Business Hours: Monday-Friday, 7:00 am - 4:00 pm; flexible as needed

Member of Teams: All Staff, Operations Team, Culture Team

Relates Closely With: Executive Team, Operations Team, Department Heads

Purpose:

The Office Manager is responsible for a wide variety of supervisory, managerial, and clerical responsibilities to support the ministries and mission of the Eastern Hills Community Church.

Responsibilities:

- Serve as the Leader of Administrative Staff
 - a. Provide week to week management of administrative tasks and projects as assigned by the Executive Team to consistently serve all ministry departments, as able, to create a world-class work environment.
 - b. Oversee and actively manage the front desk staff, including: (1) delegation of admin related tasks, (2) creation and management of annual goals and 6x6s, and (3) creating and cultivating Point Crew members.
 - c. Assist the Director of HR/Finance, including: (1) weekly data entry, (2) processing of bills and invoices, (3) hourly payroll changes and getting hourly childcare workers up and running with their fingerprint, *Thread* account and *iSolved* app, and (4) oversee the RISK program to include Checkr background checks.
 - d. Oversee and manage the Point Crew leaders of Event and Hospitality Team, including creating and cultivating a team of volunteers to help with (1) ministry events, (2) holiday decorations, and (3) all staff lunches.
 - e. Oversee the delegation of weekly admin tasks to Point Crew leaders, including: (1) keeping track of our weekly attendance and live online stream, as well as weekly email through Mailchimp, (2) monitoring and ordering of all inventory of office supplies, printing materials, Green Room and kitchen supplies, including main kitchen, (3) keeping track of staff birthdays, anniversaries and communication calendar updates and (4) working with the Communications Manager in printing projects as well as updating our website, app, weekend slides and you version.
 - f. Provide admin support to staff as needed through the developed systems that are set in place and other duties as assigned.

- Serve as the Supporter of Department Heads
 - a. Provide administrative support to the Department Heads both in their weekly meeting by taking notes and providing proactive follow up with various teams and other admins to solve problems, address needs and maintain the strictest confidence for ongoing issues that may surface.
 - b. Lead the administrative staff throughout various departments to understand best practices, offer consistent support across teams and pursue growth opportunities and training the team to expand team capacity and point crew continuously over time.
- Serve as Planning Center Online Data Expert
 - a. Become a platform expert that understands the 'People' module and can help other admins best leverage the database for their needs as well
 - b. Merging potential duplicate entries
 - c. Proper setup of households (male as "head of household," not having extra kids listed with their family)
 - d. Manage Workflow:
 - "Time and Talent" survey/form for serving
 - Input data from survey
 - Assist department in creating Workflows
 - Assist in training/support of PCO Workflows and PCO Volunteer Pipelines

Requirements:

- The following competencies are required to fulfill the essential functions of this role in particular, and will be reviewed annually:
 - a. Interpersonal awareness
 - b. Analytical and anticipatory thinking
 - c. Flexibility
 - d. Fostering teamwork among staff and volunteers
 - e. Attention to communication
 - f. Attention to detail
 - g. Proactively attains pertinent information needed for assignments.
- Communicate with all people with respect and maintains strict confidentiality. Answer and respond to phone calls, and email messages appropriately and timely regarding inquiries and requests.
- Interpersonal skills – The Office Manager must demonstrate the following abilities:
 - a. Works collaboratively as a member of the church staff
 - b. Possesses the ability to give and receive constructive feedback
 - c. Productively engages and resolves interpersonal conflict
 - d. Holds others accountable in a spirit of love and acceptance
 - e. Engages people positively, with a demeanor of optimism and respect
- Team building skills – the Office Manager must demonstrate the following:
 - a. The skill of active listening and proactive thinking
 - b. Can create a trusting and supportive environment
 - c. Communicate vision, direction and goals of the ministries and vision of Eastern Hills to teams and volunteers