

CALVARY CHAPEL NEWPORT NEWS
JOB DESCRIPTION

JOB NAME: OFFICE MANAGER

I. PERSONAL REQUIREMENTS:

This person must have made a personal commitment to Jesus Christ as their Lord and Savior and must demonstrate the reality of that relationship through their life and testimony. This person must have ministry experience in working with adults, and the ability to relate to them on a personal and spiritual level. This person has a Christlike attitude that is accepting and inclusive of all the diverse parts of the body of Christ.

This person must be self-directed, high-energy, enthusiastic and self-motivated with a history of success. This person must be creative, highly organized, and effective in managing multiple priorities and assignments. This person must also possess strong oral and written communication skills and must have the ability to master the church P.C. programs including Microsoft Office products. This person must have proven interpersonal, conflict management and problem solving skills and be able to make decisions in keeping with the vision, policies, and practices of Calvary Chapel Newport News.

Because of the nature of the role, this person must possess extremely strong inter-personal skills and discretion as well as demonstrate a high level of trust and the ability to protect the reputation and integrity of others through strict confidentiality. The wisdom to refrain from indiscriminately sharing information is critical. This person should have a “take charge” personality; one that shows initiative, perseverance, and possess a “whatever it takes” attitude. This person must be extremely flexible in an environment that is subject to many spur of the moment changes. Additionally, the willingness to learn new skills, work as a team player, and overall dependability/accessibility are very important. The person in this job must have a caring attitude with the ability to be both empathic and detached since they will be exposed to many personal problems and hardships. A genuine and biblical servant attitude is most important. This includes the ability to graciously handle unexpected or difficult situations and cranky or demanding people with a positive attitude.

II. EDUCATION REQUIREMENTS

Highschool diploma, Bachelor’s degree preferred and 5 years experience in office administration in a customer-interactive work environment.

III. PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to walk to access and navigate each department at the church’s facilities.
- Must be able wear a headset, articulate clearly and follow instructions.
- On-site presence at Eustis campus.

IV. GENERAL RESPONSIBILITIES

To facilitate the effective ministry of Calvary Chapel Newport News by providing administrative support to the Senior Pastor and staff as well as efficiently managing the functioning of the office. This position requires attention to detail, comfort in working with databases and graphics software as well as a strong competency with Microsoft Office products – Outlook, Word, Excel, PowerPoint and Publisher.

V. ESSENTIAL RESPONSIBILITIES

Primary function will be to oversee all activities of the church office. This includes maintaining a cheerful, organized and friendly atmosphere for all who enter the office area, meeting the needs of guests, volunteers and congregational members and maintenance of office supplies and equipment.

Administrative Support

- Answer a high-volume of incoming phone calls and deliver world-class customer service
- Greet all visitors in a professional and friendly manner, determine the reason for their visit and assist them with their needs
- Purchase office supplies and equipment and maintain proper stock levels
- Ensure Kitchenette is kept orderly
- Assist all callers with information provided by the various ministries of the church
- Receive and sort all incoming mail and distribute to appropriate staff
- Occasionally, make posters, flyers, sign up sheets, charts, schedules, etc. to support ministry efforts and events
- Provide authorization of receipt for materials/services, postal deliveries, purchase order releases, etc.

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- Compose letters when requested and ensure all correspondence is mailed in a timely manner
- Communicate weekly church events w/ membership, church staff, and ministers via eblasts and/or Constant Contact
- Coordinate domestic and international travel, including flight, hotel and car rental reservations for Senior Pastor and other staff as needed
- Assist in organizing church special events
- Implement and maintain office administrative procedures and systems
- Make regular bank deposits for CCNN Financial Staff
- Attend weekly staff meetings
- Create reports and presentations as needed
- Keep track of staff milestones for celebration (e.g. birthdays, new staff members, work anniversaries, etc.)
- Be available to support other ministries as needed for basic office or ministry assistance
- Assist in various special projects undertaken by the Senior Pastor or staff
- Maintain budget for specific accounts of CCNN
- Maintain Purchase Authorization log and submittals for purchases

Pastoral Care Support

- Notify appropriate Pastor when a congregational member needs special attention, is seriously ill or injured, having surgery, or dies
- Arrange for flowers to be sent to congregational members in the hospital
- Work with Reaching In Pastor to process all baby Dedications and baptisms
- Responsible to see that all Baptismal, Baby Dedication, Funeral, Marriage, etc. announcements are made and records and certificates are artfully prepared. Keep excellent files and records in Church office of these or related documents
- Manage and send out prayer requests

VI. POSITION CLASSIFICATION

- A. Full-time position
- B. Non-exempt

Relation to the Staff: Office Manager reports directly to the Reaching Around Pastor . An annual review will be conducted by the Reaching Around Pastor to evaluate performance.

Disclaimer: This position description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the job. It is intended to be an accurate reflection of those essential job duties.