



Application Instructions – Office Manager

Thank you for your interest in the Office Manager position. Please note the following policy in Ebenezer United Methodist Church's Employee Handbook:

STAFF MEMBERS AS CHURCH MEMBERS

All staff members (employees) must be aware that their lifestyle and conduct bear an unavoidable connection to Ebenezer. Therefore, all staff members are expected to conduct themselves in a manner consistent with the mission of Ebenezer and the highest ideals of the Christian lifestyle. While staff members are not required to be members of Ebenezer, they are expected to be active members of a Christian congregation.

If you do not attend Ebenezer Church, please include the congregation in which you are an active member in the reference section of the application.

Please return/send your application packet to the church, which should include the following:

- Your resume
- A completed application
- A cover letter highlighting your interest in serving as the Office Manager, noting any relevant work experiences

Your application can be submitted in one of three ways:

1. Email your completed packet to bpriest@ebenezerumc.org and indicate "Office Manager" in the subject line
2. Mail to B.J. Priest at Ebenezer Church, 161 Embrey Mill Road, Stafford, VA, 22554
3. Deliver to the church office between 9:00AM and 4:00PM Monday-Friday

For questions, please contact B.J. Priest, Executive Director, at the above email address. Thank you.

Ebenezer Church Staff-Parish Relations Committee



Position Description

Title	Office Manager				
Reports to	Executive Director		Direct Reports	Property Manager, Receptionists, Wedding Coordinators	
FLSA Status	Exempt		Exemption Category	Administrator	
Salary or Hourly	Salary	Salary Basis	40 hrs/wk	Timesheet Required	No

Organizational Purpose

Oversee and manage the administrative processes to support ministries and programs to meet Ebenezer Church's strategic vision and goals. Manage church office to provide welcoming and effective information and services to church members and guests.

Essential Functions

- Partner with pastoral and ministry staff to regularly review the administrative processes for improvement opportunities that further the goal of transforming lives through Jesus Christ.
- Supervise the work of office and administrative staff to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems. Additionally:
 - Establish annual performance goals in support of the goals of the overall organization.
 - Offer regular direction and support to direct reports specific to their annual goals and the core competencies essential for their positions.
- Recruit, train, and organize office staff and volunteers to respond to administrative needs of pastoral and ministry staff.
- Coordinate with Pastors, Communications Director and staff to produce communications that market and support the logistics and goals of ministry activities
- Coordinate church activities to ensure efficient and effective use of church facilities and support functions (i.e. scheduling, access to buildings, managing schedule conflicts, etc.)
- Manage all aspects of the church membership database (Arena), all church records and reports from committees.
- Participate as staff liaison to Board of Trustees, attending Trustee meetings and coordinating work requested related to property management.
- Monitor inventory levels and requisition or purchase supplies, including food and kitchen items, as needed.
- Manage funeral receptions by scheduling volunteers and ensuring sufficient food purchases and/or donations.
- Continue to develop and grow personally and professionally in regards to the Christian faith.

Qualifications, Education or Experience

- Post-secondary education in a related field preferred.
- Three years' supervisory experience preferred.
- Knowledge of business and management principles involved in resource allocation, human resources, and coordination of people and resources.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
- Knowledge of principles and procedures for personnel recruitment, selection, and training.
- Experience managing projects or the ability to demonstrate project management skills.
- Highly collaborative style and relationship builder.
- Sincere commitment to work collaboratively with staff and volunteers.
- Ability to develop and monitor budgets and financial resources.

Core Competencies

Getting Organized: Can marshal resources (people, funding, material, support) to get things done; Develops schedules and task/people assignments; Breaks down work into the process steps; Can orchestrate multiple activities at once to accomplish a goal; Uses resources effectively and efficiently; Anticipates and adjusts for problems and roadblocks; Evaluates results; Arranges information and files in a useful manner. (39, 47)

Building Effective Staff Teams: Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team. (60)

Managing Volunteer Teams: Is a good judge of talent; Can articulate the strengths and limitations of people; Provides the information people need to know to do their jobs and to feel good about being a member of the team; Provides individuals with timely information so they can make accurate decisions; Clearly and comfortably delegates both routine and important tasks and decisions; Lets people finish and be responsible for their work; Tends to trust people to perform; Shares wins and successes; Fosters open dialogue; Creates a feeling of belonging in the team. (18, 27, 56, 60)

Managing Work Processes: Dedicated to delivering the highest quality products and services which meet the needs and requirements of internal and external customers; Is committed to continuous improvement through empowerment and management by data; Can see opportunities for synergy and integration where others can't; Can simplify complex processes; Understands how to separate and combine tasks into efficient work flow; Seeks to reduce variances in organization processes; Is willing to re-engineer processes from scratch; Leverages technology to positively impact quality; Is open to suggestions and experimentation; Creates a learning environment leading to the most efficient and effective work processes. (52, 63)

Peer Relationships: Can quickly find common ground and solve problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Can solve problems with peers with a minimum of noise; Is seen as a team player and is cooperative; Easily gains trust and support of peers; Encourages collaboration; Can be candid with peers. (44)