

# LCMS

## Job Descriptions

## Administration



# Administration

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# Position: Assistant to the Senior Pastor

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by providing comprehensive and broad-based assistance to the Senior Pastor and managing the office of the Senior Pastor.

## Primary Duties and Responsibilities

1. Manage the day-to-day operation of the senior pastor's office by receiving all incoming work and correspondence, delegating the work to appropriate individuals (inside and outside the office) and supervising the processing of the work inside the office to its satisfactory completion.
2. Supervise other staff members in the senior pastor's office.
3. Manage the senior pastor's calendar by scheduling appointments, appearances, meetings and speaking engagements.
4. Build good public relations with the congregation, media ministry, denomination, organizations and the general public.
5. Coordinate travel arrangements for the senior pastor.
6. Maintain up-to-date personnel files and schedule performance evaluations.
7. Coordinate with publishers and maintain comprehensive and accurate contract files.
8. Maintain comprehensive and accurate accounting records for the Senior Pastor, such as expense accounts and outside income.
9. Attend meetings with and for the senior pastor upon request.
10. Help the senior pastor on Sunday mornings and before and after other worship services.
11. Work with the senior pastor to develop new ideas and special projects.
12. Work with appropriate committees, officers and leaders to carry out the ministry of the church.
13. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Administrative Assistant

Accountable to: (\_\_\_\_\_)

Purpose: To serve the church by providing administrative and secretarial services to the Senior Pastor.

## Primary Duties and Responsibilities

1. Receive and screen incoming calls, taking clear messages and returning calls, if asked, of the pastor.
2. Schedule appointments, baptisms, funerals, weddings and speaking engagements for the pastor.
3. Type sermons, correspondence, articles and manuscripts and maintain up-to-date and well-organized files.
4. Transcribe sermons and make them available to the congregation members.
5. Attend staff meetings for informational purposes.
6. Sort and open mail; draft preliminary responses.
7. Coordinate the administrative function of the pastor's office.
8. Mail birthday letters to staff members and church officers, anniversary wishes to couples married by the pastor and letters of sympathy to members who have lost loved ones.
9. Ensure that office machines are clean and well-maintained.
10. Coordinate travel arrangements for the pastor.
11. Maintain up-to-date personnel files and schedule performance evaluations.
12. Attend meetings with and for the pastor upon request.
13. Work closely with the pastor in developing new ideas and special projects.
14. Work with appropriate committees, officers and leaders to carry out the ministry of the church.
15. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Business Administrator

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by providing overall direction to the property, legal, financial and business affairs of the church and providing leadership to and supervision of staff and volunteers involved in this ministry.

## Primary Duties and Responsibilities

1. Ensure that appropriate and accurate accounting and membership records are maintained including:
  - Accounts payable and receivable
  - Payroll
  - General ledger
  - Monthly income statement and balance sheet
  - Bank accounts
  - Investment and tax reporting
  - Individual contribution records
  - Membership statistics
2. Coordinate development and preparation of the church budget.
3. Coordinate and monitor purchasing of equipment, furniture, supplies and other items.
4. Help develop an ongoing stewardship program.
5. Research new business procedures, computer techniques, financial programs and salary surveys.
6. Research, evaluate and sign all financial commitments and contracts.
7. Ensure that appropriate and adequate insurance coverages are in place including:
  - Workers' compensation
  - Property/casualty
  - Liability
8. Oversee the development program of the church including;
  - Bequests/memorials
  - Deferred giving
  - Trust funds
9. Supervise maintenance and upkeep of all buildings, grounds and landscaping.
10. Coordinate and schedule outside use of facilities.
11. Supervise and manage off-campus real estate.
12. Anticipate and plan for future facilities development, based on projected space needs and program plans.
13. Coordinate with appropriate committees, contractors and architects, as needed, to facilitate renovation or relocation of facilities.
14. Supervise support staff members in the following areas:
  - Custodial
  - Maintenance
  - Groundskeeping
  - Security

- Accounting
  - Membership records
  - Food service
  - Print shop
  - Media ministry
  - Sound and lighting
  - Transportation
  - Bookstore
15. Work with Personnel Committee to implement the church's personnel policies and procedures.
  16. Recruit, screen and recommend candidates for support staff positions.
  17. Maintain accurate, up-to-date personnel files.
  18. Administer the work of the Administration Department by encouraging teamwork and mutual support and providing leadership and nurture to staff members who work in the department.
  19. Establish departmental goals and objectives by prioritizing related programs, managing the use of facilities, planning an appropriate budget, delegating tasks and evaluating progress regularly.
  20. Work with appropriate committees, officers and leaders to carry out the church's business affairs.
  21. Attend staff meetings and retreats.
  22. Attend board meetings as a resource and for informational purposes.
  23. Cooperate with the ( \_\_\_\_\_ ) by performing any other duties when asked to do so.

## Position: Business Administrator (2)

Accountable to: (\_\_\_\_\_)

Purpose: To oversee the day-to-day business and financial activity of the church.

### Primary Duties and Responsibilities

1. Manage office staff:
  - Worship Secretary
  - Ministry Secretary
  - Administration Secretary
2. Manage maintenance staff:
  - Facilities Manager
  - Facilities staff person
3. Seek bids and make recommendations to trustees for office/building equipment and repairs.
4. Sign maintenance agreements and contracts.
5. Review contracts and agreements annually for potential adjustments.
6. Telephone system administrator.
7. Purchase supplies pertinent to the administration and maintenance areas.
8. Back-up for financial administrator for invoice/check processing and payroll.
9. Employees' benefits support person.
10. Maintain building keys and assignment of keys.
11. Coordinate church calendar.
12. Coordinate church printing.
13. Budget for administration and coordinate with trustees on their budget.
14. Assign budget accounts to invoices for administration and maintenance.
15. Member of personnel committee.
16. Reports directly to pastor.

# Position: Bookstore Manager

Accountable to: (\_\_\_\_\_)

Purpose: To serve the church by managing the church bookstore.

## Primary Duties and Responsibilities

1. Recruit, train and supervise bookstore staff members.
2. Ensure that bookstore facilities are clean and well-maintained.
3. Develop a comprehensive marketing strategy for bookstore products.
4. Develop purchasing guidelines; purchase and maintain appropriate product inventory.
5. Maintain accurate, up-to-date financial records.
6. Develop and distribute informational materials for the bookstore.
7. Coordinate and process special orders for classes or groups.
8. Provide book tables at conferences, retreats and other events.
9. Promote the bookstore in the local community.
10. Work with appropriate committees, officers and leaders to carry out the bookstore's ministry.
11. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.



# Position: Accountant

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by providing appropriate and accurate accounting and business records for the church.

## Primary Duties and Responsibilities

1. Maintain appropriate and accurate accounting records, such as:
  - Accounts payable and receivable.
  - Payroll.
  - General ledger.
  - Monthly income statement and balance sheet.
  - Bank accounts.
  - Investment and other special accounts.
  - Tax reporting.
  - Individual contribution records.
2. Help the business administrator develop and prepare the church budget.
3. Cooperate with outside auditors in the annual audit process.
4. Coordinate the counting of offering income.
5. Attend regular staff meetings and retreats.
6. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Bookkeeper

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by providing appropriate and accurate accounting and business records for the church.

## Primary Duties and Responsibilities

1. Maintain appropriate and accurate financial records, such as:
  - Accounts payable and receivable
  - Payroll
  - General ledger
  - Monthly income statement and balance sheet
  - Bank accounts
  - Investment and other special accounts
  - Tax reporting
  - Individual confidential contribution records
2. Prepare and make appropriate weekly bank deposits.
3. Receive, record and acknowledge memorial gifts to the church.
4. Prepare and mail quarterly giving statements to donors.
5. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Receptionist

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by providing a warm welcome to callers and visitors, and providing general clerical assistance to other support staff upon request.

## Primary Duties and Responsibilities

1. Receive incoming calls, answer questions and provide information whenever possible. Take complete and accurate messages and route calls to appropriate staff members.
2. Greet and offer assistance to members and visitors.
3. Sort and distribute incoming mail.
4. Maintain hospital list, keeping appropriate staff members informed.
5. Provide clerical assistance to other staff members, committees and volunteers upon request.
6. Establish and maintain master program and facilities calendar.
7. Operate office machines and maintain workroom.
8. Maintain inventory of office supplies.
9. Maintain list of office volunteers.
10. Coordinate and supervise volunteer work.
11. Seal, stamp, sort and post outgoing mail.
12. Attend regular staff meetings.
13. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Church Secretary

Accountable to: (\_\_\_\_\_)

Purpose: To serve the church by providing secretarial support to the pastor.

## Primary Duties and Responsibilities

1. Receive incoming phone calls, answer questions and provide information whenever possible.
2. Sort mail and take messages for pastor and staff.
3. Schedule appointments, handle correspondence, take notes from meetings and other general clerical and support tasks as assigned.
4. Prepare weekly bulletin for worship.
5. Ensure that office files are up-to-date and well-organized and that office equipment is clean and well-maintained. Order office supplies as necessary.
6. Maintain schedule for special services such as baptisms, weddings and funerals.
7. Type sermons for the pastor as requested and transcribe sermons from Sunday morning tapes.
8. Proofread written materials generated by the pastor as requested, such as bulletins, articles and manuscripts.
9. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Membership Records

Accountable to: (\_\_\_\_\_)

Purpose: To serve the church by providing appropriate and accurate membership records.

## Primary Duties and Responsibilities

1. Maintain an accurate, up-to-date database of church members including:
  - Mailing information
  - Fate of birth, baptism, marriage and membership
  - Attendance
  - Employment
  - Skills, gifts, abilities and interests
2. Provide membership information and mailing labels to other staff members upon request.
3. Provide weekly list of first-time visitors to appropriate staff members for follow-up.
4. Provide quarterly list of membership changes to appropriate staff members.
5. Produce annual church directory.
6. Produce special membership, attendance and contributions reports as required.
7. Provide letters of transfer upon request.
8. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked

# Position: Church Hostess

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by providing a hospitality ministry to the congregation through hosting social events of the church.

## Primary Duties and Responsibilities

1. Coordinate arrangements for church-wide dinners and events.
2. Coordinate with other staff members to ensure appropriate coffee and refreshment set-ups for meetings, classes, receptions and services.
3. Ensure proper set-up, service and clean-up in dining facilities.
4. Ensure that sanctuary appointments are clean and well-maintained, such as:
  - Candlesticks
  - Flower urns
  - Bowls
  - Banners
5. Recruit volunteers and supervise decorating for seasonal events, special services, weddings and funerals.
6. Coordinate wedding plans with brides, such as:
  - Facilities
  - Pastor
  - Counseling dates
  - Reception plans
7. Plan and coordinate food and decorations for wedding receptions held at the church, cooperating with florists and outside caterers.
8. Direct wedding rehearsals, services and receptions.
9. Schedule and direct acolytes for worship services.
10. Develop and maintain the flower calendar.
11. Work with appropriate committees, officers and leaders to carry out the congregation's hospitality ministry.
12. Attend regular staff meetings.
13. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Coordinator of Child Care

Accountable to: (\_\_\_\_\_)

Purpose: To serve the church by providing efficient and loving care to infants and toddlers.

## Primary Duties and Responsibilities

1. Schedule caregivers for worship services, week-day activities and other special events.
2. Recruit and train caregivers.
3. Maintain accurate, up-to-date attendance records.
4. Coordinate use of child-care facilities, requesting special cleaning and/or repairs when necessary.
5. Coordinate parent work parties when needed to renew the nursery.
6. Ensure that sheets and blankets are laundered and toys are clean.
7. Ensure that adequate quantity of nursery supplies is maintained.
8. Help parents with registration of children.
9. Develop and distribute a comprehensive information packet for parents.
10. Coordinate with other staff members to ensure that appropriate child care is available for church programs and events.
11. Attend regular staff meetings and retreats.
12. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Coordinator of Day Care

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by directing, coordinating and guiding the day-care program of the church and providing leadership to and supervision of staff members and volunteers involved in this ministry.

## Primary Duties and Responsibilities

1. Supervise day-care staff members.
2. Develop and train a pool of competent substitute teachers and caregivers to ensure continuity of program.
3. Review and select curriculum and educational tools for day care.
4. Develop and maintain program and facilities calendar for day care.
5. Develop and implement procedures for admission and appropriate placement of children.
6. Develop and implement a comprehensive training program for staff, including:
  - New staff orientation
  - In-service programs
  - Continuing education
  - Teaching demonstrations
7. Ensure that classrooms and facilities reflect a professional and Christian environment.
8. Develop and coordinate short-term classes for parents.
9. Serve as lead teacher for one class and model appropriate teaching techniques.
10. Counsel with parents as necessary.
11. Develop a parent handbook to communicate program policies and procedures.
12. Communicate the day-care program to the congregation and the community.
13. Administer the day-care program by encouraging teamwork and mutual support and by providing leadership and nurture to staff members who work in the program.
14. Establish departmental goals and objectives by prioritizing related programs, managing the use of facilities, planning an appropriate budget, delegating tasks and evaluating progress regularly.
15. Work with appropriate committees, officers and leaders to carry out the day-care ministry of the church.
16. Attend staff meetings and retreats.
17. Attend board meetings as a resource and for informational purposes.
18. Represent the church by serving on appropriate denomination committees and community organizations.
19. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.



# Position: Parents' Day Out (PDO) Director

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the congregation by directing, coordinating and guiding the PDO ministry of the church and providing leadership to and supervision of staff members and volunteers involved in the ministry.

## **Primary Duties and Responsibilities**

1. Hire, train, provide direction, support and training of teachers and assistants.
2. Adapt/follow the Christian curriculum approved by the school board.
3. Ensure safety and cleanliness of the facility. Notify appropriate personnel of repair/maintenance needs.
4. Develop and maintain an up-to-date file on each child enrolled, including emergency information and record of current immunization status.
5. Prepare and submit annual immunization report to state's Department of Health.
6. Respond to inquiries concerning the program; mail information as needed.
7. Adhere to state laws regarding teacher/student ratio in forming classes.
8. Provide age-appropriate equipment and supplies for each classroom, making purchases within the approved budget.
9. Bill for and collect registration fees and monthly tuition. Maintain accurate records. Forward all receipts to accounting.
9. Submit semi-monthly time sheets; distribute paychecks.
10. Prepare annual budget. Monitor monthly income and expenses.

# Position: Coordinator of Preschool

Accountable to: (\_\_\_\_\_)

**Purpose:** To serve the church by directing, coordinating and guiding the preschool ministry of the church and providing leadership to and supervision of staff members and volunteers involved in this ministry.

## Primary Duties and Responsibilities

1. Supervise Preschool staff members.
2. Develop and train a pool of competent substitute teachers to ensure continuity of program.
3. Review and select curriculum and educational tools for preschool program.
4. Develop and maintain program and facilities calendar for preschool.
5. Develop and implement procedures for admission and appropriate placement of children.
6. Develop and implement a comprehensive training program for staff members, including:
  - New staff orientation
  - In-service programs
  - Continuing education
  - Teaching demonstrations
7. Ensure that classrooms and facilities reflect a professional and Christian environment.
8. Develop and coordinate short-term classes for parents.
9. Serve as lead teacher for one class and model appropriate teaching techniques.
10. Counsel with parents as necessary.
11. Communicate the preschool program to the congregation and community.
12. Administer the work of the preschool by encouraging teamwork and mutual support, and by providing leadership and nurture to staff members who work in the department.
13. Establish departmental goals and objectives by prioritizing related programs, managing the use of facilities, planning an appropriate budget, delegating tasks and evaluating progress regularly.
14. Work with appropriate committees, officers and leaders to carry out the church's preschool ministry.
15. Attend staff meetings and retreats.
16. Attend board meetings as a resource and for informational purposes.
17. Represent the church by serving on appropriate denomination committees and community organizations.
18. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.

# Position: Coordinator of Weddings

Accountable to: (\_\_\_\_\_)

Purpose: To serve the church by coordinating weddings.

## Primary Duties and Responsibilities

1. Coordinate wedding arrangements with brides, including:
  - Initial interview
  - Scheduling pastor and counseling dates
  - Wedding expenses
  - Reception plans
2. Develop and provide a comprehensive packet of information about weddings.
3. Develop a resource list of recommended outside services, including:
  - Florists
  - Printers
  - Photographers/video
  - Caterers
  - Musicians
4. Supervise musicians, sound/lighting technicians, photographers and florists.
5. Conduct wedding rehearsals, providing comprehensive instructions to the entire wedding party.
6. Direct weddings.
7. Direct receptions at the church, ensuring that food is served on time, assist with cake cutting and clean-up.
8. Work with appropriate staff, committees, officers and leaders to coordinate the weddings for the church.
9. Attend regular staff meetings.
10. Cooperate with the (\_\_\_\_\_) by performing any other duties when asked to do so.