

# Unitarian Universalist Community of the Mountains

## Job Description

**Position:** Office Administrator

**Supervisor:** Minister

**Approved:** updated 2/23/18

**Supersedes:** July 25, 2013

**Authority:** Board of Trustees

### General Description

The Office Administrator provides general executive support to the Minister and is responsible for a broad variety of administrative tasks with minimal guidance, including office management and reception, facility scheduling and rentals, database/records management and communications. The Office Administrator is knowledgeable about the organization and its policies.

The Office Administrator is supervised by the Minister and works closely with UUCM staff and leadership.

All staff are expected to abide by the UUCM Covenant of Right Relations in interactions with UUCM Members, Friends, Visitors, subcontractors, and vendors.

### Qualifications

- Minimum of high school diploma with preference of AA Degree or equivalent;
- Excellent computer skills;
- Demonstrated proficiency in or ability to learn MS Word, MS Excel, MS Publisher, MS PowerPoint, MS Exchange 365, WordPress, Mail Chimp, and Ministry Tracker or other CRM (customer relationship management) database software;
- Excellent English communication skills including speaking, writing and listening skills;
- Demonstrated ability to work well with others;
- Pleasant, outgoing personality and ability to communicate with patience and flexibility;
- Ability to maintain confidentiality and demonstrate respect for private information;
- Excellent problem solving and change management skills;
- Meticulous attention to detail, ability to be organized, effective time management skills, and ability to prioritize tasks;
- Ability to multi-task and work with minimal supervision; and
- Previous administrative experience in a non-profit organization is desirable.

### Relationships/Authority

- Works under the direction of the Minister, and has authority to act within the guidelines of this job description and the policies and procedures of UUCM;
- May take direction from the Board President in the absence of the Minister;
- Supports Staff, Board of Trustees, Committee Chairs, and other church leaders within the confines of the job description and as authorized by the Minister;

## General Duties

### Office management and reception

- Answer and return office phone calls and emails, directing messages to an appropriate Chair, staff person, or member as needed;
- Receive, direct, and assist office visitors;
- Maintain an organized, uncluttered office which is welcoming to visitors and allows members to find forms, supplies, and reference materials as needed
- Receive deliveries, notifying addressee as appropriate;
- Monitor and maintain an adequate inventory of office supplies;
- Troubleshoot and coordinate the repair and maintenance of office equipment and internet and phone services;
- Troubleshoot office software problems and coordinate and/or complete repairs as needed;

### Office support

- Provide administrative support to the Minister;
- Under the direction of the Minister and weekly Worship Associate, lay out and produce PowerPoint slides and Orders of Service for Sunday services, memorial services, and special worship services;
- Advise persons designated to assist members with use of UUCM computer systems and processes, including access to the online member directory and Vanco online giving. This includes reporting and analyzing member data, pledge data and fiscal year pledge changes;
- Produce UUCM name badges, brochures, and office forms;
- Print and organize materials for new member classes and joining events;
- Provide mailing labels and postage to assist with bulk mailings from staff and leaders as needed;
- Mail correspondence to those who cannot receive email;

### Data management

- Enter and maintain member and visitor information in the member database;
- Advise Building and Grounds Chair of changes to members' status for purposes of updating building security access. Establish secure access to the member/visitor database for those members and leaders who are authorized to have particular information or update privileges;
- Advise staff and leaders as to the best ways to use the membership database system for their particular needs;
- Produce reports about membership and visitors as requested by leaders and staff;
- Generate and email printable directories to all members after each new member joining event;
- Update *UU World* magazine subscription information with new members, address changes, and delete those removed from membership;
- Complete the UUA's annual membership certification process with input and approval from the Minister and President;

### Record Keeping:

- Organize and maintain documents and files so that they can be found easily by Community members who have authorized access. This includes but is not limited to policies, accounts payable, bank statements, employee files, vendor contracts, financial statements, and pledge forms;
- Enter new pledges and pledge payments in member database including Vanco pledge payments, other donations, and fundraisers;
- Notify Bookkeeper of Vanco charges each month;
- Email quarterly pledge statements and annual contribution statements (before January 30 of each year) to Community members;
- Record weekly deposit information for checking and savings accounts, and take deposits to the bank;

### Communications

- In consultation with the Minister and Communications Coordinator, produce and send weekly e-Chalice email;
- If needed, assemble, edit, and proofread all content for the monthly newsletter;
- Receive newsletters and other materials from the Graphics Designer and handle or distribute as appropriate;
- Create and maintain listserv for newsletters, committees and other UUCM groups;

### Website

- Keep website updated with current information as directed by the Minister, staff, and/or designated persons; This includes but is not limited to bylaws, policies, Board minutes, financial statements, UUCM forms, descriptions for Committees and Ministry Teams;

### Facilities & rentals

- Advise potential room renters on UUCM facility rental policies and procedures. Complete all required procedures including signed contracts, current insurance certificates, and collection of rental payments. Schedule building hosts and AV technicians as needed for events; Notify the Finance Committee Chair of any violations of the rental agreement;
- Monitor expiration dates on room rental contracts and insurance certificates; if needed, secure current insurance certificates and renewal contracts based on current fee schedules and terms and conditions;
- Schedule all room reservations and post a printed calendar of room reservations outside the office each week;
- Train new building hosts as directed by the Building & Grounds Chair;
- Send a building schedule to the custodian each month to avoid conflicts with other activities;
- Notify Building and Grounds Chair of any facility repair and maintenance issues;
- Occasionally set the thermostats for events and meetings when the volunteer who usually does this is not available;

### Other Duties

- Other duties not listed above may be assigned by the Minister as needed;