



## Administrative Director Congregational Care & Family Ministries

OPEN

**Position Type:** Exempt  
**Category:** Regular, Full-time position  
**Classification:** Category D  
**Reports to:** Director of Congregational Care & Family Ministries

**Ministry Summary/Objective:** The administrative director provides support to all Congregational Care and Family Ministries initiatives, programs and pastoral responsibilities and leads assigned ministry initiatives.

### **Essential Functions:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### MINISTRY RESPONSIBILITIES

- Coordinate and support Congregational Care programs, events, and initiatives to include, but not limited to,
  - Stephen Ministry Team
  - Prayer Team
  - Sunny Day
  - Flower Ministry
  - Caring Classes (support for depression, anxiety, divorce recovery, etc.)
  - Special Worship services (Longest Night service, etc.)
- Coordinate funeral services, such as prepare funeral bulletins; coordinate with worship, AV and facilities departments; send funeral notifications
- Provide support and hospitality for funeral/memorial services
- Support Family Ministries programs, events, and initiatives to include, but not limited to,
  - Parenting classes
  - Marriage enrichment
  - Family retreats & workshops
- Recruit, train, and coordinate volunteers for assigned ministries and classes
- Collaborate with communications team to promote classes and events
- Collaborate with pastors and lay leaders to accomplish goals
- Bring new ministry or process ideas to the team for continuous improvement of the department.

### ADMINISTRATIVE & FINANCIAL DUTIES

- Determine schedules for facilitators and groups, implement schedule, and follow-up after events for feedback
- Provide administrative support to assigned areas to include, but not limited to,
  - Timely and accurate communication of assigned events and services
  - Coordinate scheduling of rooms and other facility related needs
  - Receive and respond to departmental calls and emails
  - Prepare and send mailing as requested
- Oversee purchase order process and maintenance of congregational care and family ministry budget records, including reconciling month end and year-to-date ledger
- Coordinate data collection from caring class evaluations
- Oversee/delegate tasks related to bulk mailings, room reservations, narthex tables, and general record keeping
- Oversee background checks for department volunteers
- Prepare and communicate weekend worship prayer updates
- Attend staff and other departmental meetings
- Back up Reception Desk upon request

## WEB-PAGE & DATABASE DUTIES

- Submit communication requests for timely completion of projects
- Organize and coordinate documentation and database management as assigned, including Pastoral Care Visitation records, prayer request records, and other ministry record-keeping
- Execute timely and accurate data entry into Arena for assigned ministries
- Run Arena reports and prepare presentations of data as assigned
- Post content provided by pastors of assigned departments/teams to webpages and social media sites
- Import data & Develop communications from MailChimp
- Manage participant registrations for assigned events & classes
- Respond to Arena requests for information

## **Competencies**

- Leadership skills and experience in supervising, coaching, and evaluating staff performance
- Understanding basic finance and budgeting processes
- High level of competency in Microsoft Office software and other web-based technology (e.g. Facebook and other social media webpages) with ability to learn computer programs quickly and use them proficiently (e.g. Arena church management system, event scheduling and registration software)
- Effective written and verbal communications skills
- Excellent organizational skills with a strong attention to detail and accuracy and the ability to work independently, multi-task, prioritize, and manage time
- Competent in developing and implementing structures, systems, and policy/procedures for ministry programs and events
- Adaptable and flexible in a changing work environment while approaching tasks and duties with a positive attitude
- Ability to handle sensitive information with the highest degree of integrity and confidentiality
- Strong relational skills and the ability to handle sensitive/crisis situations with compassion
- Self-starter who takes initiative and anticipates needs of the department
- Enjoys a team environment and is service-oriented

## **Education and Experience Requirements**

- Bachelor's degree in Business Administration or related field and/or equivalent experience/certification required
- Three (3) to five (5) years of administrative experience required
- Experience recruiting, training, and coordinating volunteers preferred

## **Supervisory Responsibility**

This position manages the administrative assistant for congregational care by supervising the workflow and tasks, approving timesheets, managing PTO leave, regularly meet evaluation, review, and feedback on work tasks and flow.

## **Work Environment**

This position operates in an office setting that involves everyday risks or discomforts requiring normal safety precautions. This position routinely uses standard office equipment.

## **Physical Demands**

While performing the duties of this job, the employee will be in an office environment. Position can be sedentary and is required to talk, hear, stand, walk, and sit. Employee must be able to stand for long periods of time providing hospitality and coordination of funerals, memorial services, family receptions, and other ministry events. Employee must occasionally lift or move office supplies or other donated items up to 25 pounds.

**Expected Hours of Work**

Days and hours of work are Monday – Friday, 40 hours per week. Occasional evening and weekend hours required for funeral preparation and coverage, and other ministry requirements.

**Travel**

Travel is primarily local during the business day, although some out-of-the area and overnight travel may be expected.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.