

## Position Profile

### OFFICE ADMINISTRATOR North Street United Church

This Position Profile becomes part of the *Terms of Employment*

#### **Purpose of Ministry:**

To provide the Minister(s), the church staff and committees with administrative support to enable them to fulfill the mission and goals of North Street United Church

**VISION AFFIRMATION:** The North Street United Church Office Administrator is the secretary of North Street United Church. The incumbent is responsible for the management and secretarial duties of the church office including the coordination and booking of the church, clerical duties and communications systems of the church. The incumbent manages the day-to-day office duties, takes direction from the Ministers and implements policies and procedures at the direction of the Finance and Administration Committee

#### **PRIMARY RESPONSIBILITIES:**

##### **1. CREATE AND MAINTAIN AN EFFICIENT WORK ENVIRONMENT:**

Establish an atmosphere that supports efficiency and serenity as well as confidentiality  
Ensure office equipment including computer, printer, fax machine, telephone, and photocopier is properly maintained.  
Pay regular monthly bills. Consult with bookkeeper for other bills.  
Make bank deposits as required.  
Purchase office supplies and materials for church office  
Establish and maintain numerous files and filing systems that enable easy access to necessary information  
Supervise office volunteers, co-op students and occasional clerical staff  
Provide direction to the custodian  
Attend all staff meetings  
Participate in annual job and performance review including goal setting and review  
Prepare and distribute offering envelopes.

##### **2. CLERICAL DUTIES:**

Type reports and documents as required  
Prepare all marriage and baptism records and record and file as required by government law and United Church of Canada and/or North Street United Church policy  
Type bulletin and print bulletins for all services including weddings (additional fee to family as set out in *Fee Schedule for Weddings*) and funeral services as requested by the Minister(s)  
Correspondence and other materials for staff, volunteers and committees with priority given to the Ministers' requirements  
Sort and distribute mail and maintain a record of postage transactions

##### **3. COMMUNICATIONS**

Answer telephone and take messages as necessary; minister(s) may choose to assist with this task

or the answering service may be utilized when Office Administrator's workload does not permit. Messages must be retrieved at reasonable intervals  
Messages taken must be promptly relayed to appropriate staff. Special care must be taken to relay all messages that relate to pastoral care received through telephone calls or visitors to the office to the Minister(s) and to the Parish Nurse  
Create routine correspondence and reply to letters on behalf of the Church as directed by church staff and committee/board chairs

**4. RESEARCH**

Maintain database of church members  
Obtain information, materials, and resources as requested by the Ministers and report progress/results in a timely manner

**5. SUPPORT**

Provide emotional and/or spiritual support to congregation on an informal basis in the reception area (may need guidance from ministers in how to handle such contact) *and refer those with emotional or spiritual concerns promptly to Minister*  
Assist all staff in completion of their duties as described in the activities in 1 - 5 above  
Perform such other duties as may from time to time be determined by the board  
Hospitality duties as required.

**ACCOUNTABILITY**

Confidentiality is expected in all matters regarding other staff and congregational members.

To the Ministers for the day-to day office activities

To the Council through:

Ministry & Personnel Committee for support, advice and general oversight and supervision of conduct and work environment. This is accomplished by the Ministry and Personnel Committee being readily available, as well as through regular meetings and an annual position review.

**Skills/Knowledge Required:**

Willing to work as a team member  
Ability to prioritize tasks and duties  
Effective time management skills amid distraction  
Effective clerical and office management skills  
Well-developed oral and written communication skills  
General knowledge of issues and concerns of the United Church community, the work of Christian ministry, the mission and goals of North Street United Church, and the church structure  
Strong computer skills  
Organizational skills for office management  
Efficiency and effectiveness while working under pressure  
Sensitivity, confidentiality and tact in working with the complexity and sensitivity of a multiple staff ministry and volunteer/church community  
Empathic person, willing to listen and to care about the concerns of those visiting the church office - being knowledgeable and able to refer these visitors promptly and appropriately

**Office Administrator  
Yearly Contract (Regular Part-Time)  
between  
North Street United Church Pastoral Charge  
and  
Contracting Party**

THIS AGREEMENT made this <sup>st</sup> day of \_\_\_\_\_, 2010

BETWEEN: The North Street United Church Pastoral Charge, Goderich, Ontario  
and \_\_\_\_\_ of Goderich, Ontario

WITNESSES that the North Street United Church Pastoral Charge and the Contracting Party agree as follows:

***Position Profile for Office Administrator Responsibilities becomes part of this contract***

The office administrator is hired as a contract employee of the North Street United Pastoral Charge. There will be no deductions from remuneration received for CPP, EI, IT or any other government taxes. The employee is responsible for making any government contributions. As a yearly contracted part-time employee no pension or health plan are being paid by North Street United Church.

A satisfactory, current, Police Records Check must be made available to the Ministry & Personnel Committee prior to hiring and at 5 year intervals for this contract to be in place.

1. **TERMS OF AGREEMENT:**

The North Street United Church Pastoral Charge agrees to engage the services of the Contracting Party upon the following terms and conditions:

- a) **Effective Date:** This contract commences March , 2010.
- b) **Term:** This agreement ends June 30, 2011. The normal contract period will be Sept. - June inclusive.
- c) **Renewal:** The contract may be extended on a yearly basis upon the same basic terms and conditions by written notice from the Pastoral Charge except for payment terms, which shall be negotiated on an annual basis.
- d) **Payment:** North Street United Church Pastoral Charge agrees to pay the Contracting Party the sum of \$ \_\_\_\_\_, in total, per annum, to be paid bi-weekly. This remuneration is based upon a 16 hour week, 4 days a week, Tuesday to Friday inclusive, from 9:00 to 13:00 each day.
- e) **Overtime** Overtime hours will be accumulated, approved by the Ministry and Personnel Committee, and then appropriately compensated for.
- f) **Personal Absence:** (or Absence due to Sickness or Bereavement) The Office Administrator is responsible for finding a suitable replacement, in consultation with the

Ministry and Personnel Committee and with ministers.

g) Statutory Holidays: The office is closed on statutory holidays:  
Christmas Day, Boxing Day, New Year's Day, Family Day,  
Good Friday, Easter Monday, Victoria Day, Canada Day, Civic  
Holiday, Labour Day, and Thanksgiving Day.  
There will be no compensation for statutory holidays as this is a contract  
position.

2. CANCELLATION:

This agreement may be cancelled by either party upon thirty (30) full days notice in writing sent  
by ordinary mail addressed to:

for Pastoral Charge:

North Street United Church  
56 North Street  
GODERICH, Ontario  
N7A 2T4  
Attention: Chairperson of the Board

For Contracting Party:

GODERICH, Ontario  
N7A

Notice is considered to have been received five (5) days after mailing.

To evidence this Agreement, North Street United Church Pastoral Charge and the Contracting  
Party have signed it at Goderich, Ontario, this \_\_\_\_\_ day of \_\_\_\_\_, 2010.

CONTRACTING PARTY

\_\_\_\_\_  
NORTH STREET UNITED CHURCH

\_\_\_\_\_  
Ministry & Personnel Committee on Behalf of Church Council

## APPENDIX

### Resolution Of Conflicts

Whenever there is conflict between or among people in the body of Christ, there is pain and anxiety on all sides. Such conflicts arise because of strongly held and differing ideas, views, violations of personhood or other rights. When conflicts go unresolved, the body suffers wounds. The longer the body so suffers, the deeper the wounds go; at the same time, energy is distracted from the calling to be in mission. The church is called not only to resolve the conflict but also to deal pastorally with the pain caused by conflict. Compassionate love is the true test of qualities such as forgiveness, wholeness and humility. Equally important is the imperative of justice, which as a measure of faithfulness must not only be done but also seen to be done.

Basic to the intention that, wherever possible, conflicts be resolved as quickly and fairly as possible, all conflict resolution will follow the guidelines mandated by the United of Canada as outlined in the copy current of *'The Manual The United Church of Canada'*. The United Church of Canada has made it mandatory for a Ministry & Personnel Committee to be in place "to provide a consultative and supportive agency for church staff and for members and adherents of the Pastoral Charge" and "to oversee the relationship between and among different church staff members with respect to their responsibilities and authority". Therefore the Office Administrator will work through the Ministry & Personnel Committee to address any concerns regarding working conditions and assistance to resolve any conflicts which may occur between the Office Administrator and other staff members, committee or member or adherent of the congregation in a prompt and confidential manner that respects all parties affected by the conflict.