

**Waterloo North Mennonite Church**  
**Office Administrator**  
**Job Description**

**The organization**

Waterloo North Mennonite Church is a large and diverse anabaptist church congregation that began in 1986. ([www.waterlooonorthmc.org](http://www.waterlooonorthmc.org)). It's Church Ministries Council (CMC) and Ministry Team work together collaboratively in church visioning, leadership, pastoral care, church and outreach programs through many committees, as described on our website (How We Work Together). We welcome all to fully participate in our congregation regardless of age, race, ethnicity, gender and gender identity, sexual orientation, education or financial differences. We value worship, learning together, community life and fellowship, nurture and care, reconciliation, social justice, creation care and local and community outreach. Our goals and priorities are adapted from time to time. We are a member of Mennonite Church Eastern Canada and partner with numerous Mennonite agencies.

**Position Summary**

This position manages the day-to-day operations of Waterloo North, in support of the Minister(s), other staff and Church Ministry Council. A thorough, sound and deep understanding of the business/operations of the church is essential to free up the ministries of the church to function at their best.

This Position address the following five areas of responsibility:

- Administrative support to pastors, programs and ministries of the congregation
- Administrative support for operations and infrastructure
- Communications
- Audio Visual, Technical, and IT Support
- Document Stewardship and Record Keeping

**Attributes**

- Friendly, welcoming and respectful
- Collaborative team player and strong inter-personal skills
- Well-organized with great attention to detail
- Ability to plan well, prioritize and take initiative
- Strong communication skills (oral, written and listening)
- Discreet and maintains confidentiality, ability to exercise sound judgment
- Punctual and delivers to meet deadlines
- Creative problem-solver
- Flexible and adaptable with changing circumstances and needs

**Roles and Responsibilities:**

The overall responsibilities are listed below, but not limited to them. Tasks will be coordinated with staff ministers or CMC as appropriate. Other tasks may be routine. It is expected that this role is based on

site at the church. Office hours will be agreed upon by the immediate supervisor to meet the needs of staff ministers and the congregation. Flexible hours should be expected.

- **Administrative support to staff ministers, programs and ministries of the congregation**
- Provide administrative and secretarial support to staff ministers as requested on a regular basis
- Provide administrative and secretarial support to CMC volunteers and other church ministries as needed from time to time
- Compile details for the weekly bulletin (Matins and Main worship services); send finished bulletin to worship participants in adequate time for their preparation; print bulletins, and post to the church's website.
- Email worship memos to participants
  
- **Administrative support for operations and infrastructure**
- Respond to building rental requests in a timely and professional manner
- Compile completed rental form and submit it to the Facilities Committee representative for approval when necessary.
- Coordinate and communicate with those who may be affected by a rental, including the custodian.
- Be available at the church for various upkeep and maintenance concerns, such as equipment testing, repairs, and utility needs
- Maintain Repair & Maintenance registers and Monthly Facilities Checklist for the Facilities Committee; liaise with representatives for urgent matters
- Oversee and track the distribution of church keys
- Monitor and track church office supplies, hospitality and cleaning supplies. Re-order as needed
- Monitor and report any equipment problems to the appropriate person (repair company, church tech person, and/or immediate supervisor).
  
- **Communications**
- Respond to phone calls, emails, etc. as a friendly representative of the church, referring information to others when appropriate
- Send email communications as needed, including on behalf of staff ministers
- Maintain bulletin board signage and notices.
- Maintain congregational mail cart
- Maintain the church calendar --- both online and in the church building
- Update and make available the church directory
- Prepare the weekly information sheet: update, compile, and proof announcements
- Coordinate input and prepare the Annual Report each year in a timely manner. Proof and compile the report and circulate through email, print and the website.
  
- **Audio Visual Technical Support and IT Coordination**
- Serve as a contact for church telephone and internet service providers.
- Maintain the church's website and refresh regularly in coordination with staff ministers. Coordinate with the external vendor as needed for routine website matters.

- Prepare presentations in preparation for Sunday livestreaming, for staff ministers, for church ministries and programming as needed.
- Assist with Audio Visual team volunteers and Worship committee members in preparing for the worship livestream
- Obtain copyright permissions as required for livestreaming
- **Document Stewardship and Record Keeping**
- Maintain church documents on behalf of WNMC and staff ministers, keeping hard copies in binders in the office.
- Maintain document management systems for electronic and hard copy materials including storage of confidential material according to WNMC Document Management Policy and/or applicable Canadian and Ontario Laws. Maintain a register of where different documents are stored, and any access codes if applicable.
- Serve as the custodian for the key of the locked filing cabinet
- Maintain the WNMC membership database on behalf of the Ministry Team

**Skills and Qualifications:**

- The right candidate should have a minimum of five years experience in office administration or operations
- Excellent computer application skills including MS Suite for documents, presentations, and spreadsheets; MailChimp; and database management
- Experience in Audio-Visual presentations and multi-media integration (videos, digital music, photos) is preferred. Use of graphics, livestreaming on YouTube, and full Zoom function is an asset.
- Website updating experience
- Experience within the Mennonite faith tradition or an understanding of church administration is preferred.
- Diploma or other qualifications in office administration and / or technology applications an asset

**Reporting and Accountability:**

The Office Administrator reports to the staff minister, and is supervised by the Human Resource lead of the Stewardship and Finance Committee. This is assigned by Council through the Human Resources Lead of the Stewardship and Finance Committee. The supervisor works with the individual on annual goals, holds coaching and monitoring check-ins, and provides annual reviews. The staff benefits, compensation and personnel guidelines are laid out in CMC’s HR Policies and apply to this role.

**Estimated Level of Effort:** 30 hours per week minimum. Flexible hours should be expected.