



FIRST UNITED
PRESBYTERIAN CHURCH

695 E Calvin St.
Fayetteville, AR 72703
(479) 442-4411
info@fupcfay.org
PC(USA)

Position Description: Part-Time Office Manager

General Responsibilities: Manage and coordinate the office functions of the church to ensure a) gracious support of the ministries of the co-pastors and staff; b) compassionate care of members, leaders, volunteers, visitors, and others calling, coming to, or using the building; c) ensuring the timely maintenance, repair, and proper functioning of office equipment, wireless network, and phone system; d) the timely and accurate completion of assigned office documents, responsibilities, and tasks.

Status: This is a part-time, hourly Operations Support Staff position, with hours logged and wages paid according to hours worked, normally not to exceed 30 hours per week. The hourly wage is \$17. The position is defined and governed by the provisions of the Personnel Policy that apply to Operations Support Staff positions. Office hours are normally 8:00 a.m.-3:00 p.m. Monday through Friday, with an unpaid hour lunch break. If, in a given week, necessary work cannot be accomplished with 30 hours, the office manager is to consult with the Co-Pastors, who will prioritize or reassign work to allow the 30-hour limit to be honored.

Accountable to: The Co-Pastors, as Heads of Staff

Specific Responsibilities:

- Answer the church telephone and respond promptly to emails and texts to the Church Office from 8:30 am-2:30 pm Monday through Friday. Keep voicemail messages current, transfer or refer all phone calls to church staff or the appropriate ministry team volunteer. Respond early the following day to calls, emails, and texts received weekdays after hours. Check for inquiries or needs sent through the website every morning. Notify the Co-Pastors promptly of all emergency pastoral situations communicated to the church office by phone, email, text, or website. Respond as promptly as possible to infrequent exceptional phone calls, emails, and texts from the Co-Pastors between 1:00 and 5:00 p.m. weekdays about short notice needs and issues.
- Collaborate creatively and effectively with the Communications Coordinator in areas of overlap.
- Update the Intercessory Prayer List as requests are received, and email weekly.
- Manage and coordinate all church mailings.



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- Learn and assist as requested with updating the Shelby membership database, Instant Church Directory, and MailChimp distribution list as changes are received, notifying appropriate staff and elders of changes.
- Distribute mail and packages. Proactively order office and disposable kitchen supplies, and other church supplies as requested by the Co-Pastors, staff, or Session members.
- Keep the physical office area neat and tidy in consultation with Co-Pastors and staff.
- Keep the church Zoom meeting calendar current during COVID-19. Record and update all church meetings on the large physical calendar if/when the office opens.
- Arrange for all needed maintenance of office machines, the phone system, church computers, and the wireless system.
- Produce copies as needed and as requested by the Co-Pastors, the Communications Coordinator, and other church leaders as requested.
- Participate actively in weekly staff meetings.
- As requested, handle membership correspondence and write appreciation notes for memorial financial gifts.
- Be the primary support for the church ministry teams, assisting Session members with needed information, preparing and regularly updating church lists and rosters, and providing support as requested. Provide labels for seasonal mailings and projects (birthdays, Birthday Fund, stewardship campaign, Session retreat, etc.).
- Report facility cleaning needs or issues pertaining to the church's cleaning service to the Co-Pastors.
- Welcome and assist members, staff, and visitors who come to the office, and direct vendors, service-providers, and contractors to appropriate areas of the campus. When leaving the office, check the buildings as needed to be sure everything is locked, and alarms are activated.
- Assist the Co-Pastors with other duties as requested. Keep pastors constantly updated on all pastoral care situations (including contacting them by cell as necessary), and all pertinent information, input, and activities.

Requirements:

- Energized by the opportunity to proactively support Christian ministry in a Presbyterian Church context.



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- Skilled in the use of Microsoft Publisher, Word, Outlook, and Excel. Learn and be able to use MailChimp, Shelby database, and Instant Church Directory.
- Friendly, cheerful, and helpful in phone and office interactions with members, visitors, pastors, and staff.
- Able to graciously balance the need to be friendly, welcoming, and helpful to office visitors with the need to accomplish assigned task within the necessary time frames.
- Committed to honoring confidentiality and to bringing any employment or relational concerns that may arise directly to the Co-Pastors.
- Able to occasionally respond by phone, email, or text after hours in exceptional situations (to be logged and included for hourly pay).
- Able to welcome constructive work-related feedback graciously.
- Actively interested in knowing and assisting church leaders, members, and office visitors
- Able to compassionately and graciously respond to people who approach the church by phone or in person requesting financial or other assistance.

To Apply: To apply, please send a resume including contact information for at least three references to jobsearch@fupcfay.org.

Revised 6-30-21