



MILLINGTON
baptist church

Operations and Ministry Administrator (Interim)

SUMMARY

The Operations and Ministry Administrator (OMA) provides essential communication and administrative support to MBC's ministries, Pastors and Ministry Team members as they seek to build up the body of Christ at MBC. This position also requires that the information that MBC keeps on its people, its activities and classes, and its facilities, be well organized, current, accurate, and can be retrieved and used when and how it is needed.

SUPERVISION

Serves under the direct supervision of the PLT. The OMA works closely with the Director of Communications (DoC) A written, annual review will be prepared by the PLT, with input from key leaders, and will be discussed with the Lead Pastor(s) and with the Board of Elders if necessary.

EMPLOYMENT STATUS: Full-Time, approx. 40-45 hours/week

SPECIFIC RESPONSIBILITIES:

Office Management (10+ hours/week) – Reports to PLT

- **Office:** Be present during church office hours to welcome visitors and answer phones. Purchase all ministry, office and maintenance supplies, and maintenance of vendor lists.
- **Phones:** Answer phones and receive visitors to the church. Maintain the voice answering system and ensure that recorded messages are current
- **Communication:** Craft and send weekly enews and praise and prayer communications as well as one off communications. Assist Ministry Leaders in the design and production of any needed print materials. Assist in compiling, editing and copying the Annual Report. Maintain the main bulletin boards in the lower level hallway.
- **Mail:** Ensure that the mail is put out, picked up and distributed each day. Ensure that the Postage Meter is in working order, and manage its use. Prepare and mail Senior Ministry postcards.
- **Database Management:** Serve as the administrator for the Realm and Planning Center Online (Resources and Registration) module and train staff and volunteers. Post attendance records and/or train ministry leaders to do so. Maintain all member records in Realm and run reports.
- **Calendar:** Maintain the church calendar (PCO Resources) and manage all facility reservations. Schedule the doors and manage key cards using the Intellisite & Honeywell security systems.
- **Registrations:** Support Ministry Team members by setting up and tracking event registration for events.
- **Files:** Administer the Child Care Screening process and order MVRs for MBC Approved Drivers.
- Arrange for weekly maintenance of the pews in the worship center.

- **IT:** Serve as administrator of Microsoft 365; setting up and managing email accounts/groups.

Communications (10+ hours/week) – Reports to Director of Communications (DoC)

- Utilize various media graphics including Publisher, Adobe InDesign, Photoshop and Illustrator.
- Design and send emails via MailChimp, including the weekly Praise & Prayer, E-news, and other ministry-specific emails.
- Maintain all MailChimp mailing lists.
- Assist DC to draft, edit and proofread content for all written communications based on input from Ministry Leadership Team members. Assure that print and electronic communications are attractive in their design, with clear messaging.
- Update and send out any changes to program schedules due to inclement weather via Cancellations.com; the phone message system; Facebook/Twitter, and MBC website.
- Assist DC in maintaining website and social media content using WordPress, Facebook, YouTube, Instagram, Twitter, Hootsuite.
- Manage and maintain the various tasks and projects using collaborative task management tool.

Executive Assistant to PLT (10 + hours) - Reports to PLT

- Fulfill the administrative needs of the Lead Pastors.
- Answer all telephone calls and emails to the Lead Pastor's offices.
- Serve as a "gatekeeper" for the Pastors while ensuring everyone with an inquiry is served in a friendly manner.
- Set up meetings for the Pastors when requested. Help to coordinate meetings/events led by the Pastors.
- Cover pastoral administration needs using church database.
- Manage the calendars of the Pastors and ensure they have a clear understanding of their daily schedule.
- Review and prioritize phone calls, emails, and written correspondence for the Pastors.
- Take dictation and proofread the Pastor's correspondence as needed.
- Maintain the files (digital and print) needed by the Pastor.
- Help execute pastoral care initiatives (Setting up meal trains for congregants, sending pastoral care resource materials to those in need (grief books, cancer books, booklets, etc.)
- Assist in the organizational needs of the *Underground Sessions* Ministry (Contacting and scheduling speakers and guests, scheduling video distribution, event registration, setting up networking meetings, as well as collecting and organizing information on current events).
- Help to organize Strategic Plan spreadsheets and goals.
- Run errands for the Pastors, as necessary.
- Arrange ministry-related travel for the Pastors.
- Communicate with volunteer teams that serve the Pastors (sermon research team, etc.).
- Participate in all staff meetings.

SOCIAL MEDIA, VIDEO & PHOTO RESPONSIBILITIES (10 + hrs)

- YouTube Sermon thumbnails, Sermon "Mini" thumbnails, Livestream thumbnails, and Podcast thumbnails.
- Social Media sermon quote/image.
- Sermon short, Podcast short, Underground Session Podcast short, and Contend Conference short.
- Podcast "Mini", Underground Session Podcast "Mini", and Contend Conference "Mini".
- Sermon Series recap videos.
- Sermon Series promo videos.
- Work with AV/Production team with other ministry/photo needs.
- Work with Social Media team with other Social Media needs

Note: This job description is not comprehensive, the AFM may be instructed to perform other responsibilities as deemed appropriate by supervisor.

QUALIFICATIONS

- Have a commitment to excellence for the church, and a demonstrated capacity for innovation and creativity.
- Be a growing Christian, regularly practicing those disciplines, which lead to spiritual maturity.
- Be a team player who will work well with other staff members and under the authority of the Director of Administration.
- Excellent written and oral communication skills.
- Organized and able to manage multiple projects; taking projects from beginning to end.
- Action-oriented and displays focus, passion and initiative. Takes appropriate action when something needs attention.
- Relates well to all kinds of people, builds effective relationships, and communicates effectively both interpersonally and corporately.
- Detail-oriented and able to develop and maintain accurate records.
- Proficient in use of the Microsoft Office Suite and a high-level ability to quickly adapt to, and apply new technology and software and web applications such as WordPress, Adobe Design Suite, Photoshop, InDesign and Illustrator.
- A Bachelor's degree in communications, media or related field and/or significant and relevant experience in website management.
- Personable in dealing with other staff members, visitors, callers and suppliers, projecting a pleasant personality even when under pressure of time and tasks.
- Ability and disposition to work as a team player, sharing workloads with colleagues as needed.

WORKING RELATIONSHIPS

- Serves under the direct supervision of the PLT and works closely with the DoC.
- Supports various Ministry Team Members in meeting their needs for information management and other designated forms of support.
- Teams with other Support members to share work as needed.

Position revised May 2024