

**January 16, 2018**

**Office Manager  
Foundry United Methodist Church**

Reports to: Church Business Administrator (CBA)

Directly Supervises: Hospitality Coordinators (1 full-time, multiple part-time)

Status: Full Time Non Exempt

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The Office Manager is responsible for providing office support services for the staff and ministry teams of Foundry United Methodist Church, a large downtown Washington DC church whose diverse, ecumenical congregation and tradition of leadership in the community date to 1814. Successful performance of these support services is essential for the smooth functioning of Foundry church.

**Essential Functions**

1. Hospitality

Orients, trains, schedules and monitors the performance of Hospitality Coordinators who staff the Welcome Desk, greet and direct visitors, respond to incoming telephone calls, re-direct calls as necessary and provide general information. Ensures that these coordinators reflect the emphasis of the church on displaying an attitude of “radical” hospitality through a warm, welcoming and helpful attitude toward visitors, volunteers and congregants.

2. Operations Center

Manages the Operations Center, a central facility for supplies and general use office equipment such as those used for copying and publishing bulletins and other materials. Orders office supplies, monitors inventory levels, and re-orders supplies when inventories reach pre-determined levels. Establishes and follows schedules for preventive maintenance of office equipment, ensuring that contracted maintenance is performed according to schedule. Acts urgently to secure prompt servicing in case of equipment failures. Reviews for accuracy and submits for payment invoices for Operations Center supplies and services.

Receives and distributes Foundry’s incoming mail. Dispatches outgoing mail, using the most cost-efficient method consistent with its priority.

3. Building Use

Maintains a master schedule for Foundry’s meeting rooms and other general-use space. Receives requests for use of such space from Foundry staff, boards and committees, ministry teams and outside groups. Allots such space in accordance

with established priorities and Foundry's policies for outside group use. Resolves conflicting demands for space use through consultation with the Church Business Administrator. Determines needed room configurations for meetings and advises facilities staff of such set-up requirements.

4. Administrative Duties

- a. Receives invoices from vendors and service providers, secures signatures from ordering staff members, annotates with budget codes, and submits to Finance Office for payment.
- b. Manages correspondence for the Church Business Administrator, logging incoming correspondence and preparing the CBA's outgoing correspondence in final form.
- c. Utilizes Foundry's membership database software (AccessACS) to regularly and promptly update members' attendance and contact information.
- d. Maintains time and leave records for those employees paid on an hourly basis.
- e. Coordinates the yearly completion of the Statistical Report due to the Baltimore-Washington Conference of the United Methodist Church.
- f. In the absence of the Executive Assistant to the Senior Pastor, assists in the performance of that position's duties to the extent time permits
- g. Participates in administrative team meetings, and staff meetings and retreats as directed.

**Core Competencies**

-Education equivalent to an Associates Degree or certification in business administration or related subjects.

-Progressively responsible experience in office or support service operations that includes expert use of database and office software.

-Experience that demonstrates the ability or potential to supervise others, either as a supervisor, team leader, project head, or similar leadership role.

-Demonstrated understanding of, and commitment to, customer service principles and practices.

-Experience and facility in using a wide range of office equipment, including office-publishing equipment.

-Ability to communicate effectively, both orally and in writing.

- A warm and engaging personality consistent with the unit's hospitality mission.

- Demonstrated willingness to accept responsibility, timely meet commitments and adapt to changing circumstances or emerging urgent needs.