Office Manager

JOB DESCRIPTION

Job Title: Office Manager
Reports to: Business Administrator
FLSA Status: Non-exempt

JOB SUMMARY

The Office Manager is responsible for coordinating the daily administrative operations of Center Grove Church, ensuring an organized, efficient, and welcoming office environment. This position serves as the primary point of contact for incoming church office calls and manages the front entrance iPad guest notification system to ensure visitors receive prompt and courteous assistance. Additional responsibilities include office supply management equipment and vendor coordination, and maintaining administrative systems that support daily church operations.

The Office Manager also provides administrative and logistical support to ministry leaders, with other assignments scheduled around front desk responsibilities to ensure the office remains accessible, organized, and responsive. This position does not supervise employees.

ESSENTIAL DUTIES & RESPONSIBILITIES

Responsibilities include, but are not limited to, the following. Guest response, incoming calls, and essential office operations take priority when scheduling other assignments.

Office Operations & Guest Services

- Manage the daily administrative operations of the church office to ensure an organized, efficient, and welcoming environment.
- Serve as the primary point of contact for incoming calls to the church office, answer phones professionally, directing calls to the appropriate staff members, and responding to general inquiries.
- Monitor and manage the front entrance iPad system, promptly responding to guest arrivals and coordinating assistance with the appropriate staff member.
- Greet and assist visitors, guests, vendors, and delivery personnel in welcoming manner.
- Monitor general office voicemail and ensure messages are directed to the appropriate staff members in a timely manner.
- Maintain an organized and professional office environment, including common administrative areas, conference rooms and reception area.
- Coordinate incoming and outgoing mail, packages, and deliveries, including the operation of the church's postage equipment.
- Manage ordering, inventory, and replenishment of office paper, envelopes, toner, ink, postage supplies, and other routine office supplies.
- Serve as the primary administrative contact for the Savin copier/printer, Canon printer,

paper cutter, postage machine, and other office equipment vendors.
- Maintain an organized record of equipment leases, service contracts, maintenance agreements, warranties, vendor contacts, costs, and renewal dates.
- Arrange routine maintenance, troubleshoot and report equipment problems, schedule vendor service visits, and follow through on repairs to minimize disruptions.
- Monitor upcoming contract renewals and proposed changes in terms or pricing, bring recommendations and commitments requiring approval to the Business Administrator.
- Assist with additional administrative duties and special projects as assigned.

Administrative & Ministry Support

- Provide administrative support to the Business Office Administrator and Human Resources/Assistant Business Office Administrator as needed.
- Coordinate flight and hotel accommodations for mission trips in collaboration with the Student, Missions, and Residency Pastor.
- Prepare routine documents, records, scheduling materials, and event logistics as requested, while maintaining primary office responsibilities.

Worship Ministry

Weekly:

- Prepare weekly Realm stats
- Scheduling of PCO Planning Center Online – volunteers (experience required)
- Pro Presenter – resource prep (managing charts, arrangements, lyrics)
- Managing & stocking green room snacks and gear (drumsticks, drum heads, in ears, etc.)
- Management of team wide resources – Multitracks.com (organization, prioritizing, emailing)
- AP check requests/receipts

Ongoing:

- Help managing contract musicians
- Prepare monthly Concur reports
- Database management of gear items (inventory) – create & keep
- Assistance setting up for worship center, wkly svcs and other events
- Organize & executing the scheduling team nights rehearsals and other events

Member Care

Weekly:

- Prepare weekly Realm stats
- Set up on Wednesdays (organize, clean, restock room, signage), Tear down on Thursdays (chairs, signage, etc.)
- Coordinate volunteers for Sundays and restock supplies in sanctuary
- Weekly supply check for Connection Team – keep supply closet stocked and organized (signs, information, badges, etc.)
- Event management coordination utilizing Espace

Ongoing:

- Order laptops, monitors for new hires or replacement equipment through CreativeIT

Communications

Ongoing:

- Assistance with editing, formatting, and updating text, images and layouts in Adobe
- Prepare monthly Concur reports
- Google calendar maintenance by adding, removing, editing church events in calendar
- Maintain Trellis & Vine bookstore, ensure items are stocked and assist with Square user interface

Miscellaneous

- Other duties may be assigned

EXPERIENCE | KNOWLEDGE | ABILITY

- Minimum of high school diploma or equivalency; 2 years of relevant experience preferred.
- Experience with Planning Center Online and Adobe preferred.
- Proficiency in Microsoft Office and Google Workspace.
- Demonstrates excellence in database management, including maintaining accurate records, organizing and updating data, and leveraging database systems to support efficient operations and informed decision-making.
- Ability to manage multiple priorities with attention to detail.
- Excellent written and verbal communication skills.
- Heart for ministry and alignment with church mission and values.

EMPLOYEE ATTRIBUTES

- Demonstrate initiative with an ability to work effectively apart from close supervision.
- Excellent keyboarding & computer skills with proficiency in Microsoft Office, Google Docs, Realm, Adobe, Planning Center and other programs and apps.
- Efficiency with systems and processes with a demonstrated ability to improve upon systems and procedures.
- Highly organized, detail-oriented, relational, team-player, fast learner, and committed to excellence.
- Shows discretion & discernment with confidential information.
- Models a personal commitment to following Christ as a disciple by loving, growing, serving and sharing.
- Expresses loyalty to the vision of Center Grove to see ordinary people and families become extraordinary in Christ.

ADDITIONAL COMMENTS

- Full-time, 34-36 hours
- Office hours are Monday – Thursday, 8:30am – 5:00pm, Friday morning remote hours with some evening and weekend hours as needed.