

Duke Memorial United Methodist Church

POSITION TITLE: Coordinator of Administration and Communication

POSITION OVERVIEW

This position provides organizational, administrative, and communication support to Duke Memorial UMC. This position requires a person who possesses flexibility, creativity and problem-solving skills as well as a pleasant and helpful manner in working with the church, its members, the community, laity, and staff.

EMPLOYMENT STATUS

Full-time (40 hours/week), non-exempt position

SKILLS AND COMPETENCIES REQUIRED

- Friendly, professional demeanor
- Ability to manage multiple projects and tasks
- Ability to create systems to increase office efficiency
- Well-developed skill with Microsoft Office software (especially Word, Publisher, and Excel)
- Ability to utilize email and the Internet to facilitate communication and workflow
- Working knowledge of office equipment (computer, telephone, printer, copiers, fax machine, postage meter, etc.)
- General computer and network troubleshooting skills
- Ability to maintain and update a website using Weebly or other web design software
- Creative, with the ability to work on several tasks at one time
- Knowledgeable of print graphic design, layout and digital communication (Mailchimp, Adobe InDesign)
- Desire to serve God and the church, and to contribute to the mission and vision of Duke Memorial UMC
- Committed to team-based ministry—working with lay teams and a staff team—to enable the Church to achieve its mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provide Administrative Support

- Complete Charge Conference reports, UMC Tables, and other online data collection tools required by NCCUMC as directed by Lead Pastor
- Provide administrative support to Lead Pastor as needed
- Oversee Church calendar for all ongoing activities; coordinate facility reservation requests
- Offer hospitality and assistance to groups using church facilities
- Work with the Lead Pastor and the Financial Administrator to make sure that bills are paid in a timely manner
- Manage office equipment lease agreements and office supply inventory
- Coordinate office systems with building tenants (mail, building use)
- Provide a presence in the church office and monitor doors and phones. Manage access control for exterior doors
- Supervise office volunteers

Manage Digital and Print Communications and Records

- Create and distribute email communications regularly (weekly) and as needed
- Manage all aspects of Duke Memorial United Methodist Church website
- Proactively work to make sure Duke Memorial maintains an effective presence on the internet including style/presence, search engines, advertising events, and new technology
- Create and maintain social media presence
- Maintain database records for members and visitors
- Create, format and publish the bulletin for each Sunday Service and all Special/Holiday services
- Create slides for livestream of Sunday and special worship services.
- Design and format publications (e.g. flyers, brochures, directories, program books, stationery, letterhead, forms, etc.) as needed
- Design print materials (i.e. devotional books, stewardship campaign materials, small group brochures, ministry brochures, stationery, special offering materials, ads and posters) as needed
- Design indoor and outdoor banners for various seasons (Advent, Lent, Pride)
- Ensure that communication is accessible (managing Streamtext caption software and paying attention to the language we use)

Provide Support to Ministry Areas

- Provide consultation in overall communications strategy for the church and its ministries
- Work with staff and laity to continuously improve systems of communications
- Partner with ministry areas to plan, coordinate and implement marketing and information materials for various programs, ministries and church events
- Capture critical stories that share God's work inside of Duke Memorial UMC and beyond
- Gain and maintain knowledge of all church ministries, their activities and their relationships to one another
- Work with the relevant ministry areas to develop strategies to market and promote teaching series, big events, etc.

Provide IT Technical Support

- Troubleshoot minor problems (e.g. email not working, network not responding, paper jams, minor electrical problems, etc.) in a timely manner
- Maintain computers (e.g. regular maintenance, desktop clean-up, etc.)
- Administer user accounts (such as Google Workspace, Microsoft Admin, JumpCloud, etc.) to manage computer devices.
- Coordinate additional IT support when needed.

Support of Trustees

- Is the designated liaison for tenants for daily building or infrastructure problems
- Sets up and supports Google Drive storage system for Trustees' documents, such as tenant contracts, recurring contracts, office equipment, and facilities
- Maintain facility vendor list
- Invoice and track the receipt of special events payments from tenants and building users
- Follow up with tenants whose rental payments are past due, under the guidance and support of Trustees and Lead Pastor

Human Resources

- Manage orientation of new employees: employment paperwork, handbook, keys, accounts, procedures, background checks, etc.
- Support the work of Search Teams as needed and in consultation with the Lead Pastor.

ACCOUNTABILITY

The Office Administrator will:

- In collaboration with the Lead Pastor, set and share goals for ministry including targets for growth of the various ministries
- Be accountable to and evaluated by the Senior Pastor on an annual basis

ABOUT DUKE MEMORIAL UMC

Duke Memorial United Methodist Church is a historic urban congregation in downtown Durham, NC.

Mission: Sharing the love of Christ from the heart of Durham

Welcome Statement: As our Lord Jesus Christ calls us to love and accept every person, Duke Memorial United Methodist Church welcomes into our life together those of every age, race, ethnic background, nationality, gender identity, sexual orientation, family or socioeconomic status, educational background, and physical or mental ability. In our commitment to the reconciliation of all persons as beloved children of God, we celebrate our diversity and recognize the sacred worth and dignity of all. We invite you to join us in our faith journey toward discipleship in Christ with mutual respect, understanding, and love.

Employee's Name (printed)

Employee's Signature and Date

Reviewed by Lead Pastor and SPRC Chair

Lead Pastor's Name (printed)

Lead Pastor's Signature and Date

SPRC Committee Chair (printed)

SPRC Committee Chair's Signature and Date