



Job Description

Office & Facility Manager

Date: July 2021

Supervisor: Anne Kessler

Staff Teams: Administrative, Operations

Status: Part time, Non-Exempt, 32 hours/week

Role: Provide daily support for office and facility operations. Manage facility needs, coordinate projects, schedule recurring services and track inventory. Ensure the facility is clean and organized. Manage hospitality for staff gatherings and specific all-church events.

Front Desk Schedule: There will be times throughout the ministry year with Office Closed days. These are not paid holidays for staff, but simply communicate to the church congregation and staff that there will be no front desk coverage provided.

SKILLS

1. Attention to detail
2. Multi-tasker
3. Organized
4. Administrative
5. Communication skills (both verbal & written)
6. Friendly and welcoming demeanor
7. Technological competencies
 - a. (Google applications, Microsoft office, Apple and PC operating systems)
8. Ability to manage employees effectively, work with outside vendors

JOB DUTIES

1. Office
 - a. Warmly greet and assist all who come into the office. Ensure office runs smoothly, where needs are met daily.
 - i. Front desk coverage during office hours.

- ii. For "Office Closed" days (holidays or otherwise) communicate ahead of time to all staff and church parishioners, using proper signage to notify others of this absence.
- b. First response: answer phone & buzzer cheerfully and promptly, answering questions if able and redirecting all other calls to the appropriate staff or ministry leader
- c. Keep office and kitchenette area neat and clean
 - i. Empty and load dishwasher
- d. Sort and distribute all mail
- e. Check office supplies and order when low
 - i. Supply cabinets & kitchenette: keep supplied and neat
 - ii. Review Supply Order Form
- f. Provide technical support to Resurrection staff.
 - i. Trouble shoot problems with printers, computers, internet, etc....
 - ii. Obtain professional IT support and repairs when needed.
- g. Print jobs
 - i. Oversee bulletins (on Thursdays and Fridays): add paper, clear jams, call tech
- h. Printers
 - i. Clear jams, call Canon technician when needed
 - ii. Replace supplies (toner, waster cartridges, staples, and paper)
 - iii. Order and restock printer supplies
 - iv. Connect staff with Canon Help Desk for help with specific printing needs.
- i. General office copying, scanning, cutting, and mailing
- j. Assist with recruitment and train office volunteers (RezOffice Team)
 - i. Find front desk coverage (ex: coverage during All Staff meetings)
- k. Administrate RezConnect system
 - i. Provide training for new employees
 - ii. Update fellow admins about system changes
 - iii. Submit support tickets
 - iv. Attend CCB webinars to remain up to date with system updates
- l. Phone System
 - i. Record Office Closed/Holiday greetings
 - ii. Manage system through current vendor (Comcast)
 - iii. Add new user accounts/extensions
- m. Assist Personnel Director with onboarding and offboarding tasks
 - i. Create email and Dropbox account and assign CCB privileges

- ii. Complete exit checklist
- n. Celebrate staff birthdays and staff anniversaries
- o. Lead admin team meetings

2. Facility Use

- a. Coordinate Resurrection's ministry space usage
- b. Manage space reservations
 - i. Primary contact for Resurrection staff and outside events
 - ii. Secondary contact for ministry leaders
 - iii. Promptly returning all phone and emails inquiries
 - iv. Janitorial services as needed
- c. Oversee weekly door schedule assignments
- d. Maintain space reservation data
 - i. Administer RezConnect & approve user facility requests
- e. Facility Policy
 - i. Use as resource for facility rules & regulations
 - ii. Update, as needed
 - iii. Submit difficult facility usage questions and pastorally sensitive cases to Executive Director of Operations, who will submit these questions to the Pastoral Team when necessary.
- f. Maintain rental process
 - i. Document facility rental trends, issues, and exceptions
 - ii. Find Facility Guide, Audio tech, AVL Assistant, Altar Guild, and Facility Assistant for rental events as needed
 - iii. Organize and maintain rental paperwork and payment process
 - iv. Secure additional janitorial service as needed
 - v. Train and supervise Facility Guides
- g. Supervise Event Setup Assistant position
 - i. Assign tasks as needed
 - ii. Help manage daily, weekly, and monthly tasks related to the facility
 - iii. Provide support and coaching for optimal organization of room set-up and tear-down.
 - iv. Administer annual performance reviews.

3. Manage care and maintenance of the facility during the week

- a. Schedule annual inspections for fire alarm, backflows, fire pump, extinguishers, coffee equipment, lifts, etc.
- b. Build relationship with volunteers and schedule projects through the small project facility team.
- c. Manage staff requests for facility needs (moving furniture, equipment, constructing bookcases, etc.)
- d. Manage all thermostats for seasonal changes
- e. Tend to regularly scheduled maintenance requests

- f. Respond to any and all special maintenance requests in a timely fashion
4. Building Improvement
- a. Identify any areas of the facility in need of repair or improvement
 - b. Track and manage facility projects
 - c. Plan and coordinate all improvement projects with Executive Director of Operations.
 - d. Utilize the Small Projects Facility Team and other congregants to assist with special projects.
5. Event Planning
- a. Staff Lunches, Staff Parties & Special Events
 - i. Determine location and schedule
 - ii. Make reservation, obtain contracts (if applicable, facility and/or caterer) and track budget
 - iii. Communicate with participants about event details, reminders and RSVPs
 - iv. Order and setup food, shop for additional supplies (food or equipment)
 - v. Create comfortable environment
 - 1. Proper setup
 - 2. Necessary supplies
 - 3. Décor
 - b. All Church Events
 - i. Manage space reservation
 - ii. Lead "Staff Events Team" (within RezStaff)
 - 1. Current staff members (within these ministry areas): Communication, Art, Youth, Children & Formation
 - 2. Work with Production & Communication Director on décor vision and announcement timeline/process
 - 3. Confirm details with Skit writer & director (if applicable to event)
 - 4. Assign & track budget
 - iii. Create invitation platform (CCB Form, website event), Submit communication, & track RSVPS
 - iv. Manage hospitality
 - 1. Order food (main course)
 - 2. Purchase supplies (supplemental food, nametags, plates, etc)
 - v. Manage pre-event setup and day-of teardown
 - vi. Assign staff roles & duties
 - vii. Act as event coordinator day-of

6. Other duties as assigned.

Fair Labor Standards Act (FLSA)

Status: Non-exempt (part-time)

Duties: Not applicable (non-exempt)

Description: Hourly, non-exempt = Overtime is paid. This position is an hourly position. Pay is for actual hours worked each work week, and job responsibilities are expected to be completed during the stated hours. It is the joint responsibility of the employee and supervisor to prioritize tasks so that the expected hours are not exceeded in any work week. In the event of exceptions, actual hours worked during a work week will be paid, and hours worked more than 40 hours for the work week will be paid at a total of one and one half times hourly pay.

Americans with Disabilities Act (ADA)

Job Performance Requirements:

- Receive high school diploma level of education.
- Occasionally work weekends
- Must be able to sit in a stationary position for 50% of the time
- Occasional kneeling and bending to re-stock supplies.
- Occasional reaching to gain access to supplies.
- Constantly operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Occasional overtime hours
- Frequently communicate with people (parishioners, staff, etc) who have inquiries about sermons, events, projects, etc. Must be able to exchange accurate information in these situations.
- Identify material from a computer with a 13in screen.

This job description is subject to change at any time.