



Job Description Office and Facility Manager

Date: August 28, 2024

Supervisor: Anne Kessler

Staff Teams: Administrative and Operations

Status: Full Time

Role: Office - supports all aspects of running the general operations of the office (answering phones, greeting visitors, monitor office email account, ordering supplies, managing office equipment, and maintaining the office hospitality area). Facility - manage facility space for ministry events and outside rentals. Organize events for staff gatherings/meetings, all church events, and outside rentals. Manage the overall maintenance of the facility. Oversee the inventory of supplies in the facility and office and interface with vendors/contractors as needed. Manage the overall operations of the facility ensuring event set-up and resets are completed.

SKILLS

1. Attention to detail
2. Thrive in completing a variety of tasks
3. Works well in a busy atmosphere
4. Organized
5. Administrative
6. Teaching/instructing staff and volunteers
7. Communication skills (both verbal & written)
8. Friendly, welcoming, calm demeanor
9. Independent, tenacious, critical thinker
10. Technological competencies (Google applications, Microsoft, Apple and PC)
11. Ability to manage employees and volunteers effectively, work with outside vendors

JOB DUTIES

I. Office

- 1) Warmly greet and assist all who come into the office. Ensure the office runs smoothly.
 - a. Front desk coverage during office hours.
 - b. 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.
- 2) First response:
 - a. Answer phone & buzzer cheerfully and promptly, answering questions if able and redirecting all other to the appropriate staff or ministry leader.
 - b. Re-direct pastoral care situations to proper contact. Be aware of the needs per those individuals as laid out by pastoral care contact on a need-to-know basis.
 - c. Prepared for various emergencies as first contact (Anne Kessler is primary contact).
- 3) Keep office and kitchenette area neat and clean.
 - a. Empty and load dishwasher.
 - b. Maintain clean counters & equipment.
 - c. Make coffee.
 - d. Stock snacks, coffee, tea supplies.
 - e. Empty staff and mini fridge.
 - f. Run container drive.
- 4) Sort and distribute all mail and packages.
- 5) Coordinate orders and deliveries.
- 6) Office Supplies
 - a. Inventory, organize, and order
- 7) Assist Personnel Director with onboarding and offboarding tasks
 - a. Create email; NAS account; assign CCB privileges; mailbox; cubical; computer; and phone (as needed)
 - b. Complete exit checklist
- 8) Lead admin team meetings and communicate between Admin and Senior Team or other groups as needed.
- 9) Assist with recruitment and train office volunteers (RezOffice Team)
 - a. Find front desk coverage (ex. For all staff meetings)

II. Technology Support

- 1) Provide technical support to Resurrection staff.
 - b. Printers: Maintain the two office printers (see below for more details). Aid with problem solving and maintaining the operation of individual printers.
 - c. Computers:
 - i. General MacBook (Air & Pro) assistance: settings knowledge, updates, print drivers, general problem-solving.
 - ii. General Windows assistance: updates, print drivers, settings.

- d. Google Account: Run and maintain google account for email, drive, calendar. Oversee account transitions and data needs.
 - e. WiFi: log people on and assist problem solve as issues arise.
 - f. Manage and maintain office log-in and credentials.
 - g. Recruit and build IT volunteer team to assist in supporting IT needs.
 - h. Obtain professional IT support and repairs when needed.
- 2) Printing/Printers
- a. Oversee bulletins print (on Thursdays and Fridays): start and run job, estimate bulletin numbers, add paper, clear jams.
 - b. Maintain cleanliness of Acts 2.
 - c. Calibrate both machines (1 to 2 hours per/week).
 - d. Call Canon technician when needed.
 - e. Know the machines and their supplies (toner, waster cartridges, staples, and paper).
 - f. Order and restock printer supplies.
 - g. Update print drivers and help staff with jobs as needed.
 - h. Track usage & supplies throughout year.
 - i. Track paper needs and usage.
 - j. Order paper regularly.
- 3) Administrate RezConnect system
- a. Provide training for new employees
 - b. Update fellow admins about system changes
 - c. Submit support tickets
 - d. Annually check CCB Admin Privileges and remove/change as needed
 - e. Provide CCB support system wide (users, groups, events, scheduling, data, forms) to staff
 - f. Attend CCB webinars to remain up to date with system updates
- 4) Phone System
- a. Record Office Closed/Holiday greetings
 - b. Manage system through current vendor (Comcast)
 - c. Run account, provide general assistance to users & maintain extension log
 - d. Add new user accounts/extensions
- 5) Synology NAS
- a. Run and sustain Synology NAS System
 - b. Make system and Admin changes when needed
 - c. Be admin of NAS, make permission changes for staff and help maintain system updates, settings, and smooth operation.
 - d. Problem solve access issues, user changes, file syncing, etc.
 - e. Acquire training as needed from IT support and NAS built in supports

III. Facility Use

- 1) Coordinate Resurrection's ministry space usage
- 2) Manage space reservations

- a. Primary contact for Resurrection staff and outside events
- b. Primary contact for ministry leaders
- c. Promptly returning all phone and emails inquiries
- d. Janitorial services as needed
- 3) Oversee weekly door schedule assignments
- 4) Maintain space reservation data
 - a. Administer RezConnect & approve user facility requests
 - b. Make sure set up notes are in and feasible
 - c. Work with Facility Assistant
- 5) Facility Policy
 - a. Use as a resource for facility rules & regulations
 - b. Update, as needed
 - c. Submit difficult facility usage questions and pastorally sensitive cases to Executive Director of Operations,
 - d. As needed, submit them to the Pastoral Staff for discernment
- 6) Maintain rental process
 - a. Document facility rental trends, issues, and exceptions
 - b. Find Facility Guide, Audio tech, Altar Guild, Bulletin Assistant, Visual Arts Assistant and Facility Assistant for rental events as needed
 - c. Organize and maintain rental paperwork and payment process
 - d. Secure additional janitorial service as needed
 - e. Train and supervise Facility Guides, Facility Assistants, and Visual Arts Assistants.

IV. Facility Management

- 1) Supervise Facility Assistant position
 - a. Create weekly task lists
 - b. Assign additional tasks/projects as needed
 - c. Help manage daily, weekly, and monthly tasks related to the facility
 - d. Provide support and coaching for optimal organization of room set-up and tear-down.
 - e. Administer annual performance reviews
- 2) Track & restock first aid supplies in three building units
- 3) Check and maintain the two AEDs (monthly)
- 4) Build relationship with volunteers and schedule projects through the small project facility team.
- 5) Manage staff requests for facility needs (moving furniture, equipment, constructing bookcases, etc.)
- 6) Manage all thermostats for seasonal changes
- 7) Tend to regularly scheduled maintenance requests
- 8) Maintenance:
 - a. Respond to special maintenance requests in a timely fashion
 - b. Prioritize projects and regular maintenance
 - c. Manage ongoing projects
- 9) Inventory and stock facility and janitorial supplies and tools
- 10) Regular walk through of the property to identify problem areas

- 11) Schedule additional janitorial or special services as needed
- 12) Oversee the movements of diaper deliveries to the baby bank
- 13) Ensure building tidiness on a weekly basis
- 14) Remove Lost and Found from Wardrobe monthly and bi-monthly from the warehouse

V. Event Planning

- 1) Staff Lunches, Staff Parties & Special Events (Staff Retreat, Staff Fun Day, Staff Christmas Lunch, Post HW Lunch, Performance Reviews, Ice Cream Social, Yearly Calendar Meeting)
 - a. Determine location and schedule
 - b. Make reservation, obtain contracts (if applicable, facility and/or caterer) and track budget
 - c. Communicate with participants about event details, reminders and RSVPs
 - d. Order and setup food, shop for additional supplies (food or equipment)
 - e. Create comfortable environment
 - i. Proper setup
 - ii. Necessary supplies
 - iii. Décor
- 2) All Church Events (Fall Kick Off & Christmas Breakfast & others)
 - a. Manage space reservation
 - i. Work with other staff as the event requires (Communications Director & Production Manager)
 - ii. Submit comm form for church announcements in a timely manner
 - iii. Confirm activity/content details with Skit writer & director (if applicable to event) or with Executive Pastor
 - iv. Create invitation platform (CCB Form, website event),
 - v. Track RSVPS
 - b. Assign & track budget
 - c. Manage hospitality
 - i. Order food (main course)
 - ii. Purchase supplies (supplemental food, nametags, plates, etc.)
 - d. Manage pre-event setup and day-of teardown
 - i. Assign staff roles & duties
 - ii. Recruit and Assign volunteer roles
 - iii. Act as event coordinator day-of

VI. Other Duties as Assigned

Fair Labor Standards Act (FLSA)

Status: Non-exempt (full time)

Duties: Not applicable

Description:

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: (example provided below)

- [Office/Pastoral/Admin positions]
 - Receive undergraduate degree of education.
 - Occasionally work weekends and evenings
 - 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, service 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.