



## OFFICE ADMINISTRATOR Ministry Description

**One Sentence Description:** *Serves every person who engages the Ministry Support Center with radical hospitality*

**Is Led By:** Director of Operations / Executive Pastor

**Leads:** Facilities Readiness Lead and office volunteers

**FLSA Status:** Hourly, non-exempt

**Hours/General Schedule:** Regular, full-time (generally 8:00a – 4:00p, M-F); may be required to occasionally work evenings or weekends for facility and event-related matters

**Key Results Areas** (within first six months)

- Build key relationships with TMCC staff (paid and unpaid); assess current office support needs and develop a plan to build teams essential to operational effectiveness (ex: IT support team).
- Assess current office systems & processes, and develop a plan for improved operational efficiencies.
- Become TMCC's Church Management System (CMS) "champion" and lead the process for successful migration to and implementation of the new system.

### Essential Functions

- As *highest priority*, strives to ensure every person who engages the support of the Ministry Support Center experiences **unforgettable first impressions** of TMCC (joyful, caring, high-level service); includes receiving, processing urgent care requests, and making referrals for care with the highest level of compassion and sensitivity
- Acts as **office manager**; includes, but is not limited to, vendor coordination, supply/inventory management; basic IT / technical support, office/facilities readiness, etc.
- Serves as TMCC's primary **database & stats manager**; ensures integrity & accuracy of data entered into TMCC's database system; trains others in use of the system
- Provides general **human resources** support; provides new hire orientation, runs background checks; reviews and processes new hire paperwork; enters new hires in the payroll and benefits systems
- Provides basic **accounting support**; processes biweekly payroll and serves as backup to the accountant for weekly accounts payable and deposit processing
- Leads in **team building**; actively seeks, invites and trains volunteers for general office support needs

### Non-essential Functions:

- Provides general administrative support to staff and volunteers with projects and other requests, as needed and as availability allows
- Acts as primary liaison to TMCC MOPs ministry team leaders
- Distributes prayer requests to TMCC Prayer Warriors and updates monthly prayer metrics
- Occasionally opens/closes the facilities for guests, and runs business-related errands

---

---

## Minimum Professional Qualifications

- Coursework or certification in Business, Hospitality, Human Resources or related area
- Previous experience as a receptionist, office manager or HR Administrator
- Experience with payroll processing and performing basic Human Resources functions
- Familiarity with Apple products & applications with ability to provide basic tech support (such as setting up new computers, cleaning off old equipment, and providing very basic troubleshooting)
- High level of proficiency in the use of Microsoft office applications (Outlook, Word, Excel) a MUST
- Organization skills with high attention to detail and self-motivation to continuously improve processes & systems
- Superior customer service with excellent phone, verbal and written communication skills
- Excellent project management skills with ability to function in a multitasking, sometimes noisy, environment with frequent interruptions
- Able to work independently with effective time management and consistent follow through

## Preferred Professional Qualifications

- Bachelors degree in Business, Hospitality, or Human Resources
- 1-2 years experience as an Office Manager
- Related experience in a church and/or non-profit setting
- Previous experience acquiring, leading and developing teams
- Familiarity with basic employment law & church management systems

## Personal Qualifications

- Must be a TMCC Ministry Partner or willing to become one within three (3) months
- Actively helps fulfill TMCC's purpose, mission, vision, values, and axioms
- Cultivates a private life that bears godly fruit with the humility of one who is saved by grace
- Adheres to traditionally accepted Christian ethics as defined in the Bible
- Loves God by loving people with a passion for serving others; demonstrates a high level of emotional intelligence and possesses a friendly/approachable personality
- Maintains generally accepted (modest) business attire for TMCC and Sierra Vista
- Self-starter who is able to work independently, recognize needs/gaps/opportunities, and initiate suggestion to improve church processes
- Maintains confidential information and an environment free of unwholesome words and behavior
- Continually seeks out opportunities for professional development

## Other Requirements

- This position requires a background and credit check
- Also requires a valid drivers' license with acceptable driving record

## Working Conditions

*Much of the work for this role will be performed in an office setting where noise levels vary. Components of the role require interacting with the public and large groups of individuals in a fast-paced environment where noise and stress levels may vary. Also requires working outdoors from time-to-time and being exposed to the elements. Requires ability to occasionally work on weekends and evenings. May occasionally work with chemicals as found in cleaning and other supplies.*

## Physical/Mental Demands

*Requires ability to perform basic office administrative functions including spending long hours in working in front of a computer screen, reading, typing, filing, copying and speaking on the phone. Requires ability to focus, interpret data, and make quick decisions. Ability to sit/stand for long periods of time, walk, squat, kneel, reach, climb ladders, and lift up to 25 pounds. Requires ability to drive, read road signs and judge distance; requires occasionally working out of doors and walking on uneven surfaces.*