REDEEMER LUTHERAN CHURCH

OFFICE MANUAL 2025-2026

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Organizational Chart

Booking Pages

We encourage our RLC Staff to be friendly and welcoming to each other, but we also understand that our workload must be prioritized. When you need to meet with one of your peers, please book an appointment with them on our booking webpage – **redeemerric.org/booking**. Click on the person's picture that you want to meet with. Here you will see all available open time they have.

Creating a Booking Page

To create a booking link, you must select the "Create" button on the top left side of the screen. There, you will select "Appointment Schedule." You may fill in whatever hours you are available on each day; for example, Anna is available Wednesday and Thursday, 10-2, and Friday 9-1. You can choose how long you want these appointment slots to last and if you'd like a buffer time period in between appointments. These time slots will automatically update as your calendar fills up. If you have an appointment scheduled during one of your normal available slots, that slot will be filled and not visible to those looking at your booking page. See Administrative Assistant for any questions regarding bookings.

Building and Maintenance Requests

You can report building issues or request maintenance service by using the "Maintenance Request" link on the staff page on our website (redeemerric.org/staff). Include the description of the request/repair, your name, and location of the issue. If your submission was received you will see the green thumbs up and thank you text.

Please note the church does not have a staffed facility manager at this time and requests made will be fulfilled according to the building maintenance and repair schedule.

Building Usage

All staff are given a code for entering the building. The code, along with our camera security system, allows us to track who has entered the building. This code should remain confidential and not shared with friends or family. To request a code change please see Human Resources.

The building alarm system is set to automatically silent alarm before 6 am and after 11 pm. Please govern your time in the office accordingly.

Calendar Protocol

Redeemer uses Google Calendar to manage and share information such as vacation dates, building use needs, and day-to-day scheduling. **Each ministry leader is responsible to maintain their own ministry calendar.** This calendar can only be edited by the team leader, Administrative Assistant, and DOO. The Staff Calendar is shared and editable by all and is used to manage staff-only information, such as birthdays, vacations, etc.

If you have questions or require assistance with calendar use, please see our Administrative Assistant. Be aware, the Admin. Asst. is not responsible for managing your calendar items. You can also ask the Admin. Asst. for video tutorials.

Below please find a basic overview. Including finding, creating, and deleting events, as well as, information about our shared calendars.

<u>Editing an Event</u>

- *You can only edit events owned by you.*
- In the scheduling window make changes to rooms or locations, dates and times**.**

- **Be sure to SAVE your changes.**
- If you need to edit an event created by someone else, please see contact the calendar owner. If you still need assistance, contact the Admin Assistant.

Deleting an Event

- PLEASE DELETE ONLY EVENTS OWNED BY YOU. You will not be prompted to reconsider.
- If you need to delete an event created by someone else, please contact the calendar owner.

Shared Calendar/Staff Calendar

You may share calendars with only one or two people. For instance, the Front Office has a shared calendar to manage volunteer hours and vacations.

The most widely shared calendar is the Staff Only Calendar.

- Everyone should be on this calendar.
- All staff events are listed and this is where all (vacations or planned absences)(once approved) should be posted.

The DOO gives staff access to calendars. You should have access to, but typically, all RLC staff should be able to view the following: Building Use, CE/CoF, Fellowship, Music at RLC, Preschool and CDC, RLC Kids, RLC Youth, STAFF ONLY, and Worship & Discipleship.

How to use Google Calendar

Redeemer's Google calendars can be accessed from your Gmail page in the Apps menu. Your calendar access and permissions are tied to your Redeemer Gmail account. Once you have opened the Google calendar app you can view all calendars for which you have permissions, create and edits events, share calendars, invite others to events, and much more.

Creating an Event

1. Click on the + Create button on the left-hand tool bar in the calendar.
2. Add a Title such as "Sarah Vacation"
3. Confirm that your date and times are correct. Click on the Date to bring up a calendar if you need to alter the selected starting date. If your event is All Day, check that box and then select an end date. This may be the same date for a single day event. Or it may be a different date if you are going to the beach for a week. You may also wish to have a regularly repeating event. In this case, please see the Administrative Assistant for scheduling assistance.
4. Add Rooms or Location if needed:
    a. Clicking on Rooms will bring up a list of all available rooms at Redeemer for your date and time.
    b. An unavailable room, may not be truly unavailable. You can always check with Administrative Assistant before needing to reschedule your event.
    c. You may select multiple rooms or locations. For instance, you may intend to use the parking lot, but also wish to book the fellowship hall in case of rain.
5. Add a description of the event. This may include contact numbers, a description of your event, or a list of reminders. Remember this information is public.
6. **Select the appropriate Calendar for your event. If you've set a personal doctor's appointment, you will not want that shared on the staff calendar! Use personal calendars for personal items**.
7. You can also set reminders, invite other users to add your event to their calendar, and link Zoom meetings to events.

Editing/Deleting Events

Clicking on an existing Calendar Event brings up a note where you can view a brief description of the events' timing, what calendar it's on, and who created the event. At the top right corner of this note, there are a few additional options: Edit, Trash, Email Guests, and by clicking on the Ellipses, you're given options to Print, Duplicate, Copy to other Calendars, etc…

Copies

Each team member is given a copy code for color copies. This code is directly connected to your expense budget and should be kept confidential It is required to print and make copies at the machine. All team leaders are given 150 "free" color copies before being charged. All copies above 150 will be charged to the code each month. Paid printing is $.05 for grayscale and $.10 for color.

Dispute Resolution

Redeemer will follow Biblical principles when dealing with office disputes. We will work to resolve issues with coworkers by discussing problems directing and working toward agreed upon solutions. Our first priority is treating each other with Godly, brotherly love.

There is a detailed dispute resolution process in our Employee Manual under the title Discipline and Grievance.

Expense Policy

Employees will be reimbursed for all approved ministry-related expenses upon submission of accurate and receipted expense reports to the Accounts Manager. Employees are requested to submit these reports within five (5) business day to ensure proper accounting and prompt reimbursement. Please see the Employee Manual for a list of allowable expenses.

Bank of America

Expenses that are paid directly by our company on behalf of employees can be made via invoice or credit card. If you have been given access to a company credit card, please use the following process to complete the BOA Board on Monday.com:

- If you are not the card holder supervisor approval is needed before processing payment (how to get approval?)
- If you are the card holder, any amount is higher than $500.00 needs approval by your supervisor/director.
- Scan ALL receipts and drop them in the Receipts Channel in Slack.
- Add note to bubble with purchase info (where, amount, and reason or purchase). Be sure to Accounts Manager in the update.
- It is required that the BOA Board be completed by the date requested for month end reporting
- This procedure is subject to change as the Account Manager sees fit.

- Please remember that it is MANDATORY that all BOA receipts are loaded to the BOA Board for review and approval by the Accounts Manager. This is a part of their month-end closing process and your delay impedes their ability to close out the month properly by the deadline.
- When loading receipts please use the following guidelines:
  - be sure to **add receipts in the file column that corresponds with the name on the card** that was used for purchase. If you used 2 different cards, these receipts must be loaded separately.
  - be sure to **write in a number on the receipt before uploading** and indicate that number on the BOA spreadsheet in the "Receipt Number" line.

    - If you are **unable to find a receipt,** please note "Missing" in the Receipt Number/Used by line.

******Please take a photo of your receipt as soon as possible to avoid missing/damaged receipts.******

Electronic Reimbursement Vouchers

It is always the preference that all purchases be made either by invoice or church credit card. However, when reimbursements are necessary, please adhere to the following procedure for reimbursement:

- Complete payment voucher form online on our staff page.
- Forms must be complete for processing (make sure to include who to write the check to, address if mailing check, what payment is for)
- If unsure about acct #, include the name of the account and explanation of the expense in the description.
- Attach copy of receipts/invoices (***<u>without receipts we are unable to process the reimbursement</u>***)
- Payment vouchers should be submitted to ministry staff leader/director for approval
- Once approved, submit online voucher and the Account Manager will review request and process payment accordingly.
- Checks are signed on the weekends and are ready to be sent out/picked up on Monday/Tuesday. If you submit your voucher any time after Wednesday at 4pm, your request will not get processed until the following week.
- If you wish to have your check mailed, please provide your mailing address in the voucher form. If there is no address listed, the check will get dropped off in your in-house mailbox.

Please note: Payment vouchers made by staff on behalf of non-staff members (excluding vendors) will not be granted. ***All checks have to be payable to staff members or approved vendors.***

IT Requests

Please submit all IT problems or needs on our IT form on the staff page. IT request include phone related issues, ongoing internet issues, software or hardware needs, etc. Once received the DOO will contact you with next steps.

Mailboxes

All Redeemer staff, Board of Directors' members, and ministry departments of RLC have a mailbox located outside the door of the DOO's office. Please be sure to check your mail daily.

Ministry Communications

Use each platform according to its role so our communication stays clear and easy to track: email is reserved for all messages that leave the organization, Slack is the place for quick questions, brief updates, and day-to-day coordination among staff, and Monday.com is where we discuss projects and tasks by posting comments, files, and status updates directly on the relevant boards. Consistently applying this rule helps everyone locate information quickly, keeps project histories intact, and reduces missed details.

Email

Emails are powerful tools that help Redeemer do ministry. All members of staff should have an @redeemerric.org email address (via Gmail). Employees are required to use this email address for ministry-related correspondence. Its primary use should be work related.

Please be sure to follow appropriate business protocol when sending emails. Each email should include a clear, direct subject line, professional salutation, and must include the RLC Gmail signature block.

Slack

Consider it your job-related text message/chat system. Slack is best suited for simple requests, getting clarifying information, locating piers, etc. This software should not replace the Monday.com system. If you would like items done with the accountability of time or have items requiring collaboration, please use Monday.com.

Monday.com

Monday is a cloud-based, project management platform. Its main purpose is to create scalable, collaborative workflows for our ministry and operations teams; define ownership of items within these workflow systems; and document and measure time and process goals.

The use of workflows within Monday is essential. All major or annual projects, tasks, events, etc. should be documented within the software. Employees are expected to check Monday.com each workday for assignments, tasks, requests, information, etc.

Annual training on Monday.com will be MANDATORY. Monday.com offers a comprehensive Help Center and excellent resources to support your learning and provide further clarification.

Each day, team members are required to view My Work (My Tasks) on Monday.

Each member of the Ops team should create Boards for their recurring (annual, monthly) projects, tasks, and events.

When creating new boards consider the following:

- Use the people column if you need to assign tasks to team members.
- If assigning items to team members, use the Deadline Mode so items show up in My Work.
- Use the Updates section to communicate about task.
- Some team members may want deadline reminders. Depending on your Board Permissions, you may need to set up the deadline reminder automation for them.
- Create and distribute board rules. Status explanations, timeline expectations, etc. This should be shared with your team and the DOO (how to board).

Many of these Board will be collaborative. It is, therefore, essential that all members of the team become skillful in its use. Periodically the Administrative Assistant or DOO will send simple videos to keep team members up to date with new items and features of Monday.com. It is essential all team members watch these videos to remain well-informed of changes to the software. ***For Ops staff, use of Monday will now be considered part of the performance assessment.***

Communication while working from home

Employees are expected to be available on Slack and Monday.com during the workday. Both are available via mobile device or computer.

Your Google and Slack notifications must be set to "working from home."

<u>Setting Office Hours in Slack on Computer</u>

- Click on your picture
- Select Preferences
- Scroll down to Notification Schedule
- Choose All or Weekdays and set the hours in which you would like to receive notifications (this should be your typical office hours at the least.)

Setting Office Hours on Mobile Device *(You should not have to set this in both places- your preferences are linked)*

1. Click on the YOU icon on the bottom banner
2. Select Notifications
3. Scroll down to Notification Schedule and choose all or weekdays and set your hours.

Ordering

Please follow these rules for making orders for the church.

AMAZON BUSINESS-

Each Ministry Team Leader has access to their designated Amazon Business account. Team Leaders are responsible for retaining a copy of each purchase receipt when purchased with their Bank of America Credit Card, as these are required for the Bank of America reconciliation and reporting process. For detailed instructions on the reconciliation process, please refer to the **Bank of America** section of this manual.

PURCHASING

We use a form-based purchase order system which can be found on the redeemerric.org/staff page. Please use this form to request purchases of all office, study, worship supply items, and specialized items (i.e., communion cups, Sunday school curriculum, items for Confirmation, awards & event supplies, etc.).

ALLOW SUFFICIENT TIME FOR ORDERING AND DELIVERY: If you are on a specific timeline for receipt of requested items, please indicate this in the comments section of the form and follow up with the Accounts Manager.

You will be updated when your order has been approved, purchased, and received.

You must provide correct account information on the form for items which are not general office supplies.

All purchases should be processed through the Office Orders board.

On the office orders form you will be required to fill out the item being requested (direct link is preferable), the number of items needed, your name, the date you need the item by (please allow for ordering & shipping delays), and the budget line where this purchase will be charged. There is also a space for additional information which may be needed to help with getting your order processed in a timely manner.

After your order has been submitted, Accounts Manager will review it and notify the appropriate department head that their approval is required.

Once Accounts Manager receives the approval, she will place the order, notify you that the item has been ordered and what the expected delivery window will be.

If the item is delivered to the office, Administrative Assistant will place it in your mailbox or in the workroom and notify you of its arrival. If the item is to be delivered elsewhere, please let the Administrative Assistant know that it was received.

Missing Receipt Form Submission

In order to maintain proper documentation and comply with IRS alternative recordkeeping requirements, employees who are cardholders and are missing receipts for company credit card purchases must follow the process outlined below:

When a receipt is missing, employees must complete the **Missing Receipt Form** with the following information:

- **Name**: The name of the employee submitting the form.
- **Billing Month**: The month when the purchase was made.
- **Person**: The name of the cardholder who made the purchase.
- **Vendor**: The name of the business or vendor where the purchase was made.
- **Amount**: The total amount of the purchase.
- **Account**: The account number or project associated with the purchase.
- **MR#**: The Missing Receipt Number, which will be assigned for tracking purposes.
- **Review Status**: The current status of the missing receipt, such as "Pending Review" or "Resolved."

The form must be submitted promptly to ensure proper record-keeping and processing. If the form is incomplete or if additional information is required, the Accounts Manager will use Monday.com to communicate with the employee who submitted the form and request clarification or additional details.

Timely Completion
The completion of the Missing Receipt Form and subsequent follow-up is a critical step in the month-end closing process. Delays in submitting missing receipts or providing additional information can hinder the accurate and timely processing of financial reports. May lead to disciplinary action.

RETURNS
If you need to return an item for any reason, please contact the Accounts Manager to discuss the best way to manage this process. Return policies are so unique that these will be handled on a case-by-case basis.

Out of Office Procedures
All time off requests must be submitted through the Paychex Flex App at least two weeks in advance, requiring pre-approval from both the employee's supervisor and the HR department. The process ensures a timely review of the impact on team workflow and operational needs. Once reviewed, employees will receive notification responses through the app indicating the approval or denial of their requests. In cases of unforeseen circumstances, employees are encouraged to communicate directly with the employee's supervisor and HR department. This policy facilitates a transparent and efficient time off request system, contributing to effective workforce management and operational continuity.

Phone Policy
All employees are required to be professional and conscientious at all times when using company phones. From time to time it may be necessary for employees to make and receive personal calls on church phones. However, these calls should be limited to in length and should be made, whenever possible, during scheduled break and meal periods. Employees can use personal cellular phones while at work on an intermittent basis. If the employee's personal cell phone causes any disruptions or loss in productivity the employee might be subject to a disciplinary action. (See Employee Manual for more information).

How to use the phones
Your phone should have buttons preset for RLC staff. If your phone button directory needs updating, please see Administrative Assistant.

To dial an extension without a preset button simply lift the receiver and dial the extension.

To dial out of the building, lift the receiver, select an open line, then dial "1" plus the area code.

To transfer a call:

- Put the caller on HOLD (REMEMBER WHAT LINE THEY ARE ON!).
- Dial the extension and see if they can take the call.
    - If they CAN take the call: Select the holding line, press TRANS/PGM button, dial receiving extension or use preset button, and then hang up.
    - If they CANNOT take the call, you may either take a message or transfer them to the person's voicemail.
- To send to voicemail, select the holding line, press TRANS/PGM button and then the CALL BACK button, dial receiving extension or use preset button, and then hang up.

Voicemail

If you have new or saved voicemail the Call Back button will have a blinking red light.

- To check your voicemail:
    - Press the Call Back button.
    - Enter your four-digit password (the default is 0000)
    - Follow the prompts to listen to new messages (option 1) or saved messages (option 2).
    - After listening to the message, you may choose to save, delete, or forward the message to another extension.
- To change your voicemail message (for vacations and upon your return):
    - Press the Call Back button.
    - Enter your four-digit password
    - Press 8 for greeting and follow the prompts. You may set multiple greetings; I suggest making your primary greeting option 1. After you record your new greeting, press # to save!
- To check voicemail remotely:
    - Dial the main office phone number (804-272-7973)
    - If the office is closed:
        - At any time during the recorded greeting, press #
        - Enter your extension followed by your password
        - Press 1 to hear new voicemail messages.
    - If the office is open:
        - When the phone is answered, request your extension
        - When you have been transferred, press # to enter your mailbox
        - Follow the prompts.

Quarterly Budget

Each quarter the Account Manager will distribute budget information for your review. It is imperative that we remain good stewards over God's finances and therefore the responsibility of each department to monitor their expenses. You may discuss any issues or concerns about your budget information with the Director of Operations.

Please note: It is the responsibility of the Director of Operation to ensure the ministry remain on budget. It may be necessary for the DOO to make adjustments to each department's budget as needed to reach our financial goals.

Staff Culture

We believe in fostering a positive and inclusive work environment that promotes collaboration, respect, and professionalism among all staff members. This Staff Culture Policy outlines the expectations and standards for interactions, behavior, and dress code to ensure a harmonious workplace.

1. Interactions:

- **Courteous and Professional Communication:** All staff members are expected to communicate in a courteous and professional manner. Respectful and clear communication is crucial in maintaining a positive work environment.
- **Consideration, Cooperation, and Helpfulness:** Staff members are encouraged to be considerate, cooperative, and helpful to their colleagues. Collaboration and mutual support contribute to the overall success of our organization.

2. Accountability:

- **Mutual Accountability:** Every staff member is responsible for upholding the values and standards outlined in this policy. Mutual accountability ensures that everyone plays a role in maintaining a positive workplace culture.
- **Addressing Inappropriate Comments and Behavior:** If any staff member observes or experiences inappropriate comments or behavior, it is their responsibility to address the issue promptly. This may involve discussing concerns directly, reporting to a supervisor, or using available grievance channels.

3. Dress Code:

- **Casual but Professional:** Our dress code encourages a comfortable work environment while maintaining a professional appearance. Staff members are expected to dress in a manner that reflects positively on the company during regular work hours. "Casual" does not imply sloppy or unprofessional attire.
- **Use of Common Sense:** While the dress code is casual, staff members are expected to use common sense and discretion in choosing their attire. Clothing that is offensive, provocative, or likely to disrupt the workplace is not permitted.

Staff Roster

A copy of the staff directory is emailed to all staff each year and/or as changes are made to our staffing. The Staff Roster lists employee extensions for both RLC and CDC admin staff. If you would like a staff directory, please request one from our Administrative Assistant.

Thrivent

Ministry employees who use the Thrivent Choice Dollar program are required to complete the Thrivent Board on Monday. Due to the Thrivent program process it is imperative that each ministry leader complete this board so we remain fiscally compliant. It is our only source of record.

The MINISTRY USE group is for RLC employees, the Center of Faith and Amazon groups are for the Director of Community Engagement's use. Items to complete on the board:

- Item name: Name of person that requested card through Thrivent
- Given to: Your name
- Date Received: Date received, not date requested
- Event Name: Event/Ministry for which the card was requested
- Event Date: Date of event
- Attach Receipt: please include ALL receipts associated with the card
- Card Usage: Please indicate if the entire card was used (Total Used), partially used (Balance Remaining), is yet to be used (Unused), or if it requested but not yet received (Card Pending).
- Amount Used: Total amount charged to card
- Balance: any remaining funds
- In Hand: If this card was given to you.

Please give all cards given to you, with remaining balances, to the Accounts Manager.