

JOIN THE TEAM

Office Manager

A welcoming, organized presence supporting the everyday life of ICC.

FULL-TIME

40 hours / week

Reports to
Lead Pastor

The Role

Innisfil Community Church (ICC) is a growing church serving Innisfil and the surrounding area through Sunday worship, discipleship ministries, and practical care for the community, including the Innisfil Food Bank and Clothing Depot. The Office Manager supports the effective day-to-day operation of the church office so staff, ministries, and community programs can continue to serve people well.

This person serves as a steady centre for day-to-day operations. They welcome people well, keep information accurate, and develop simple, effective systems that can grow with the church. The role is available full-time or part-time, depending on the candidate. Hours and scope will be set with the Lead Pastor at the time of hire.

Reporting & Hours

- Reports to: Lead Pastor
- Works closely with: ministry staff, finance, food bank and clothing depot leads, volunteers, and church leadership
- Full-time: 40 hours per week
- Schedule includes regular weekday office hours. Some evenings or weekends may be needed for church events, with notice and time in lieu or schedule adjustment as agreed.

What You'll Do

Office operations

- Serve as the first point of contact for phone, email, and walk-in visitors, responding with warmth, clarity, and discretion.
- Manage the church calendar, room bookings, and facility use to ensure ministries, community programs, and outside groups are coordinated effectively.
- Keep office routines, filing, supplies, keys, Alarm system, and shared workspaces orderly and ready for staff and volunteers.
- Support event logistics for church and community gatherings, from checklists to volunteer coordination.

Systems that support growth

- Build and maintain clear processes for registration, follow-up, room requests, visitor care, and office workflow.
- Own day-to-day use of Planning Center (including Church Center) so people, groups, events, check-ins, and forms stay accurate and useful.
- Use Microsoft Office (Word, Excel, Outlook, and related tools) to track tasks, produce clean documents, and keep leadership informed.

- Recognize when existing processes or tools are no longer meeting the church's needs, and recommend practical, simple solutions before challenges arise.
- Document key procedures so important knowledge is clear, consistent, and accessible to others.

People & team support

- Work as an exceptional teammate with pastoral staff, ministry directors, finance, and volunteers.
- Navigate busy seasons, last-minute changes, and competing requests with professionalism, flexibility, and a collaborative approach.
- Protect confidential information about people, giving, pastoral care, and community clients.
- Help new volunteers and staff find what they need and know how the office works.

What You Bring

Required

- Highly organized, with a proven ability to juggle several priorities and still finish the important work.
- Flexible and willing to adjust when the needs of the church or the community shift.
- Strong computer skills, including confident use of Microsoft Office.
- Strong working knowledge of Planning Center, or the ability to become proficient quickly.
- Demonstrates emotional maturity, is receptive to feedback, and remains professional and constructive during challenging or unclear conversations.
- A genuine team player who works collaboratively and helps others succeed.
- Clear written and spoken English, with a welcoming phone and front-desk manner.
- Able to handle confidential information with care.
- Alignment with the mission and values of Innisfil Community Church.

Preferred

- Experience in a church, nonprofit, school, or busy community office.
- Experience setting up or improving office systems, databases, or volunteer processes.
- Familiarity with church life in a growing congregation.
- Valid driver's licence and access to a vehicle.

What Success Looks Like

- People who call or walk in feel welcomed and get a clear next step.
- Staff and ministry leaders can readily find the dates, room information, lists, and files they need.
- Planning Center and office records are current enough to support follow-up and growth.
- New processes are simple enough that someone else could follow them.
- The office stays calm and cooperative, even in a full week.

How to Apply

Send a resume and a short note about why this role fits you to steve@innisfilchurch.com, with the subject line Office Manager Application.

Innisfil Community Church thanks all applicants. Only candidates selected for an interview will be contacted.