



Office Manager

Position Description

Position Overview

The **Office Manager** plays a key role in supporting the ministry of NorthCross by providing administrative leadership, ensuring smooth daily operations and facilitating effective communication throughout the church. This role combines administrative excellence with ministry support. It requires a person who can manage multiple priorities while maintaining a heart for serving the NorthCross family. The Office Manager will work closely with staff and volunteers to facilitate the mission of NorthCross by providing excellent organizational systems and clear communication.

Key Responsibilities

1. Communications

- Serve as primary point of contact for general church inquiries (phone, email, connection cards, etc)
- Coordinate and manage the weekly email update
- Coordinate communication with worship service guests
- Coordinate and help maintain the calendar of events

2. Publications

- Publish and print materials for worship services, events, and ministry programs
- Ensure consistent branding and messaging in accordance with the NorthCross branding guide

3. Database Management

- Oversee and maintain the Planning Center database, including member and guest information, event scheduling, and volunteer coordination in partnership with other staff
- Generate reports and maintain accurate records for pastoral staff and ministry leaders

4. Operations and Supply Management

- Manage supplies, including office supplies, ministry materials, and facility needs
**Some examples: communion, café, kitchen, bathroom and office supplies*
- Oversee the organization and general upkeep of designated areas within the building
**Some examples: kitchen, café, and staff workroom*

- Coordinate purchasing and vendor relationships within approved budgets
- Oversee office equipment maintenance and technology support coordination

5. Event and Ministry Support

- Provide administrative support for special events, including logistics coordination and material preparation
**Some examples: Outdoor service, holiday food or drink coordination, Community Impact drives or events*
- Assist ministry leaders with event planning, registration, and communication needs
- Coordinate facility usage and scheduling for church events and outside groups

6. Financial Administration Support

- Assist with financial tasks including data entry within QuickBooks for invoices and credit card expenses
- Support offering counting procedures and deposit preparation by assisting the Financial Secretary (obtaining bank bags, joining donors, etc.)
- Maintain confidential financial records and donor information

Qualifications:

1. Committed Christian faith and in alignment with NorthCross beliefs
2. Passionate about the mission and culture of NorthCross
3. Committed to regularly connecting as a member of NorthCross (worship attendance, small group participation)
4. Has leadership and organizational abilities.
5. Able to listen and communicate effectively (verbal and written) and with a kind disposition.
6. Strong desire and willingness to learn
7. Ability to handle confidential information
8. Experience and knowledge of computer programs such Google Workspace or Microsoft Office

Work Environment

This part-time position requires three days a week in the office and some flexibility to work occasional evenings and weekends for special events (approximately 20 hours a week). The role involves both independent work and collaborative team projects, with a mix of routine administrative tasks and creative problem-solving opportunities. The Office Manager will work in a professional church office environment while maintaining the relational warmth that characterizes ministry at NorthCross.