

Office Administrator
Diamond Lake Lutheran Church – 5760 Portland Ave. S, Minneapolis, MN 55417

Reports to: Pastor
Status: Full Time (regular weekday/daytime hours)
2024

FLSA: Exempt
Effective: June 1,

Job Summary

The Office Administrator is the welcoming face and voice of the congregation for members, guests and the community at large. This person is responsible for providing a wide range of administrative services to the congregation, staff, and pastor, and is a vital communication hub. This position requires someone who has demonstrated excellence in interpersonal communications and can exercise discretion, initiative, judgment, time-management, and organization.

Essential Duties:

- Greet visitors and answer incoming calls/emails.
- Maintain office equipment, supplies, and records.
- Create and distribute worship bulletins and announcements.
- Assist with church communications.
- Provide support with the coordinating, planning, and executing of church events.
- Maintain church calendar and assist with scheduling meetings, renting church equipment and facilities, and enforcing church policies for facility use.
- Handle incoming and outgoing mail deliveries.
- Recruit, train, support, and celebrate office volunteers.
- Build and maintain relationships with the congregation and community.

Other Responsibilities:

- Participate in weekly staff meetings.
- Assist treasurer and accountant.

Minimum Qualifications:

- High school diploma or equivalent; additional education or training in office administration is a plus.
- Proven experience in an administrative role, preferably in a church or nonprofit setting.
- Excellent communication and interpersonal skills.
- Multi-tasking and time-management skills, with the ability to prioritize tasks.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and web-based communication, experience with WordPress or website editing with Elementor a plus.
- Ability to maintain confidentiality and handle sensitive information with discretion.

Physical Requirements:

- Able to move freely in and out of office space and throughout the church building.
- Able to lift 25 pounds on an infrequent basis.
- Manual dexterity

Core Competencies:

- **Written Communication:** Can write clearly and succinctly; employs correct grammar and punctuation; clearly delivers message in a tone appropriate to the context.
- **Verbal Communication:** Can deliver a message clearly and articulately; demonstrates communication styles appropriate to the situation at hand; adjusts the message, without losing the essence of the message, depending upon the circumstance and the listener.
- **Integrity and Trust:** Is seen as trustworthy by others; practices direct honest and transparent communication, keeps confidence, admits mistakes, doesn't operate with hidden agendas, responds to situations with constancy and reliability.
- **Interpersonal Skills:** Establishes good working relationships with others; works well with people at all levels of the congregation; builds appropriate rapport; uses diplomacy and tact; is approachable; avoids communication triangles.
- **Attention to detail:** Consistently attends to the many small pieces which must be assembled into an organized whole; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.
- **Time Management:** Is able and willing to focus time on tasks that contribute to organizational goals; uses time effectively and efficiently; values times and respects the time of others; concentrates their efforts on the most important priorities; can appropriately balance priorities.
- **Hospitality/Accessibility:** Communicates a sense of availability, warmth, openness and approachability; fosters natural connections between members of the congregation and with visitors; supports a culture of welcoming and connection in the life of the congregation.
- **Helping Orientation:** Demonstrates concern for and attends to the needs of the congregation's internal and external constituents; projects a sense of empathy and understanding; is able and willing to supply answers and resources when concerns arise.

About Diamond Lake Lutheran Church

Diamond Lake Lutheran is a vibrant, progressive, multigenerational congregation of the ELCA (Evangelical Lutheran Church in America) located in the Diamond Lake neighborhood of south Minneapolis. The congregation is one focused on justice and joy, in relationship and connection to the wider community. Learn more at www.dllc.org.

Compensation Details

- Full-time salary in line with Minneapolis Area Synod compensation guidelines
- Medical benefits through Portico Benefits
- 4 weeks paid vacation, plus paid sick time

Interested parties should submit a resume and letter of interest to Pastor Andrea Roske-Metcalf at andrea.roske-metcalf@dllc.org. Resumes will be received and interviews conducted on a rolling basis until the position is filled.