

Job Description
Indian Run United Methodist Church, 6305 Brand Road, Dublin, OH 43016

POSITION TITLE: Office and Communications Manager

The Office and Communications Manager supports the ministry of Indian Run United Methodist Church through effective office administration, engaging communications, and Sunday morning operations. This position reports to the Lead Pastor and works collaboratively with church staff and ministry leaders. This is a full-time, non-exempt position averaging 40 hours per week, with regular hours of 9:00 a.m. to 4:00 p.m., Monday through Thursday, and 8:00 a.m. to noon on Sundays.

RESPONSIBILITIES:

1. Office Administration & Reception:
 - a. Ensure that the church office is open and ready to serve the congregation during scheduled office hours.
 - b. Serve as a welcoming and helpful point of contact for visitors, members, staff, ministry leaders, and the broader community through in-person, telephone, email, and other communications.
 - c. Provide administrative support to the Lead Pastor, staff, ministry team chairs, and congregation as appropriate.
 - d. Manage office supplies and equipment, ensuring that necessary supplies are available and office technology is functional and appropriately maintained.
 - e. Serve as the primary resource for staff and congregational users of office equipment and systems, including the copier and phone system.
 - f. Manage the church phone and voicemail systems, ensuring that information and greetings remain accurate and current.
 - g. Serve as the church's resource for postal regulations, mailing procedures, and mailing expenses.
 - h. Oversee the receipt, distribution, and appropriate routing of incoming mail, payments, and other deliveries.
 - i. Recruit and coordinate volunteers for office-related projects such as mailings, bulletin preparation, and other large-scale administrative tasks.
 - j. Support the annual "I'm IN!" commitment campaign, including preparation and printing of materials, coordinating volunteers, and overseeing mailings.
 - k. Maintain appropriate administrative systems and procedures to ensure that office operations are organized, efficient, and responsive to the needs of the church.
 - l. Develop and manage the office administration budget.
2. Communications
 - a. Develop and implement an effective communications strategy for the church, helping to establish and maintain a consistent, engaging, and authentic voice for the church across its various communication channels.
 - b. Manage the church's regular communications to members, guests, and the broader community, ensuring that information is accurate, timely, engaging, and consistent with the church's mission, vision, and communications strategy.
 - c. Prepare and distribute the weekly congregational email, worship bulletins, and other recurring communications.
 - d. Create engaging and informative graphics and other visual content for print and digital communications.
 - e. Maintain the church website and app, ensuring that events, calendars, ministry information, and other content are accurate and current.
 - f. Develop and maintain an engaging, relevant, and consistent social media presence, bringing creative ideas for increasing the church's reach, engagement, and connection with the community.
 - g. Work collaboratively with staff and ministry leaders to communicate church programs, events, opportunities, and important information effectively.
 - h. Prepare weekly worship presentations in ProPresenter using information from the worship bulletin and visual content developed for worship.
 - i. Develop and manage the communications budget.
3. Sunday Morning Operations
 - a. Coordinate the effective operation of Sunday morning hospitality and worship support for all worship services, including the recruitment, training, scheduling, and support of volunteers serving in areas of responsibility such as the welcome desk, greeters, ushers, fellowship hour, Communion, liturgists, worship slides, and sanctuary care.
 - b. Maintain inventories of hospitality, fellowship hour, and worship supplies and ensure that needed materials are available and appropriately maintained.
 - c. Be present on Sunday mornings to welcome members and guests, build relationships, respond to needs, and help

- create a welcoming environment.
 - d. Monitor and help care for the church's online worship community and assist in creating a sense of welcome and connection for those participating remotely.
 - e. Develop and manage the budget for Sunday morning fellowship.
4. Perform other duties consistent with the responsibilities of the position as assigned by the Lead Pastor.

CORE COMPETENCIES

- **Relationship Building & Hospitality:** Has an engaging, welcoming personality and a genuine interest in people; builds positive relationships with members, guests, volunteers, staff, and community members; creates an experience of warmth, welcome, and connection that positively reflects the church.
- **Communication:** Communicates clearly, warmly, and professionally in writing, conversation, and other forms of communication; listens well, adapts communication to different audiences and situations, and conveys information accurately and effectively.
- **Reliability & Accountability:** Consistently fulfills responsibilities and commitments, meets established deadlines, communicates proactively when challenges arise, and takes ownership of responsibilities from beginning to end.
- **Initiative, Independence & Judgment:** Works effectively with minimal supervision, anticipates needs, takes appropriate initiative, and exercises sound judgment; identifies and addresses routine problems proactively while recognizing when to seek guidance or involve others.
- **Volunteer Leadership:** Recruits, trains, schedules, communicates with, and supports volunteers effectively; builds a strong volunteer culture in their areas of responsibility and helps volunteers feel prepared, valued, and appreciated for their contributions.

QUALIFICATIONS

- Bachelor's degree or equivalent combination of education and relevant experience preferred.
- Previous experience in communications, administration, nonprofit or church ministry, or a related field preferred.
- Demonstrated ability to create clear, engaging written and visual communications for a variety of audiences and platforms.
- Demonstrated ability to learn and effectively use Microsoft Office, Canva, Constant Contact, ProPresenter, website and app management tools, social media platforms, and other technology systems necessary for the position.
- Experience recruiting, coordinating, training, and supporting volunteers preferred.
- Ability to maintain confidentiality and handle sensitive information with discretion and integrity.
- Commitment to the mission, vision, and core values of Indian Run United Methodist Church.

MINISTRY STYLE

Employees are expected to actively support and model the mission, vision, and core values of Indian Run United Methodist Church and conduct themselves in a manner consistent with the ministry of the church. A team-oriented approach is important to the success of the ministry at Indian Run UMC. Staff members are expected to communicate openly, collaborate effectively, and contribute to the work of the church beyond their individual areas of responsibility.