

First Parish in Concord (MA)

Job description

Job title: Office, Communications, and Membership Administrator (OCMA)
Reports to: Director of Finance & Operations
FLSA status: Non-exempt; full-time; salaried
Work schedule: 40 hours/week, 12 months/year
Date: 09/09/2022
Salary range: \$50,000-\$60,000; generous benefits

Position Summary

The OCMA

- ensures the smooth and efficient functioning of the administrative offices of First Parish (FP)
- posts regularly on behalf of FP: social media, website, and other communication vehicles
- maintains the church's membership database, including reporting and analysis

Principal Responsibilities

1. Manage front office—volunteer receptionists, phones, email inquiries, organization
2. Purchase/lease office supplies and equipment, postage, telephone system, internet service
3. Manage computer software, hardware, cloud, file sharing, and technical support
4. Produce weekly orders of service, weekly *Sunday News*, *FP Weekly* group emails, initial and final versions of FP annual reports; and updated member/staff directories
5. Proactively gather and post robust regular social media and website updates, including photos and graphics; write and edit blurbs as needed; expand FP's social media impact
6. Manage and maintain membership databases; generate reports and provide analysis
7. Oversee logistics and follow-through for FP hybrid Sunday services and other events
8. Coordinate summer worship leaders and musicians
9. Attend all-staff meetings, weekly supervisor meetings, and other meetings as requested
10. Schedule and oversee planning for memorial services and weddings
11. Provide back-up and support in scheduling internal and guest use of FP facilities
12. Coordinate food and catering services for Sunday services and FP special events

Qualifications

- Strong computer, cloud, and web skills
- Experience with MS Office, including Outlook, Word, Excel, PowerPoint, Publisher, & Access; Adobe; Google forms & sheets; database (eTapestry a plus); social media, website (WordPress)
- Organized, tidy; attend to details and see the big picture
- Excellent communication skills
- Direct experience of congregational life and systems a plus
- Familiarity with Unitarian Universalism a plus
- Ability to prioritize tasks, meet deadlines, and maintain confidentiality
- Independent proactive self-starter and friendly collaborative team player
- Competence working with numbers—data analysis and financial
- Willingness to work occasional weekend days and attend evening meetings

General Expectations of the Staff at First Parish in Concord

Staff members at First Parish in Concord honor and respect each other, the congregation, and their positions on the staff. In addition to behaving in accordance with First Parish's mission and applicable state and federal laws, First Parish staff members agree to uphold the following expectations, with the goal of promoting a healthy congregation.

Change Management: While understanding the significance of tradition in an historic institution, create positive change. Be open to new ideas and approaches and adjust systems appropriately. Be practical. Consider impacts on others when designing process improvements.

Communications: Communicate effectively with honesty and integrity. Go direct. If a dispute with another staff member can't be resolved, ask a third colleague to help. Speak and write clearly, persuasively, succinctly, and informatively. Listen well, asking for clarification as needed. Seek first to understand, then to be understood. Keep colleagues informed. Respond to questions. Admit mistakes. Participate in meetings. Maintain records and promptly submit information when requested. Consider the best communication vehicle for your content and audience (in person, phone/voicemail, email, text). Be approachable. Give honest, prompt, constructive feedback. Apologize and forgive.

Creativity: In collaboration with colleagues and parishioners, develop and apply innovative approaches and ideas to your work. Initiate models to share responsibility and delegate appropriately. When faced with challenges, develop and propose solutions and seek consensus on these proposals. Take reasonable independent action. Ask for help when needed. Think originally and be creative. Help create and implement a shared vision for the church.

Dependability: Be reliable. Follow policies and procedures described in the First Parish *Human Resources Policy Manual*. Take responsibility for your actions, keep commitments, be punctual, meet work expectations, and ensure your responsibilities are covered when you are absent. Strive to meet your goals and be a positive model for others. Though this environment can create significant stress, try to remain professional under pressure. If necessary, vent with a trusted colleague. Attend to both the big picture and the necessary details of your job.

Environmental Sustainability: Create, participate in, and document efforts to integrate sustainability into all aspects of church programming and operations. See *Sustainability Ideas for the First Parish Community* by the Environmental Leadership Team, 8/29/13.

Job Knowledge: Be competent in the skills and knowledge required for your job. Keep abreast of current developments, including changes in guidelines set forth by your professional association. Learn and apply new skills as needed. Work with minimal supervision and display an understanding of how your job works with others'. Know your strengths and weaknesses.

Judgment: Make timely decisions you can support and explain, and include others in your decision-making process, as appropriate. Hold in confidence personal and financial information about parishioners and colleagues.

Problem Solving: Try to anticipate problems and solve them proactively. Plan; take time to evaluate results. Keep perspective on challenging situations and try not to escalate them. Ask for help when needed; know when to change course. Use resources well to get things done.

Roles and Boundaries: Recognize the power differential between staff and congregants.

- Establish and adhere to ethical and psychologically healthy boundaries.
- Do not exploit a congregant relationship for personal or other gain.
- Avoid dual relationships that could impair your judgment or exploit a congregant.
- Where a dual relationship exists, clarify your professional role with the congregant.
- Be a member in good standing of your professional organization and adhere to its Code of Ethics, Standards of Practice, and policies; comply with its peer review process as needed.

Self Care: Take care to meet your physical, spiritual, intellectual, and emotional needs. Take time for renewal. If you earn compensatory time, try to use it promptly thereafter. Avoid personal burnout. Encourage work-life balance in yourself and each other; discuss with colleagues or others as needed. Forgive yourself and others for mistakes. Undertake professional and personal self-development activities. Manage your stress responses; try to remain calm and effective. Have fun.

Teamwork/right relations: Foster a team environment. Establish and maintain effective, collegial work relations, offering assistance and support to team members. Act with tact, consideration, and a positive outlook. Assume good intentions. Step up to conflict; use it as an opportunity for growth; find common ground. Be flexible and collaborative. Express gratitude and celebrate one another's accomplishments. Create and sustain "a community of harmony, justice, and safety—a community of right relations."

The above shall not be construed as an exhaustive description of all the work required to successfully do this job. Moreover, from time to time, additional duties outside of the parameters outlined above may be assigned.

I have read and understand this position's Principal Responsibilities, Qualifications, and General Expectations. I have the skills to perform the required tasks.

Employee Signature

PRINT Employee name

Date

Supervisor Signature