

Office Administrator

Faith Lutheran Church, Jacksonville, IL



Position Summary

The Office Administrator supports the ministry of Faith Lutheran Church by ensuring the smooth, welcoming, and mission-centered functioning of the church office. This role blends administrative excellence with digital communication skills, warm and affirming interpersonal connections, and a commitment to the values of the Evangelical Lutheran Church in America (ELCA). As a primary point of contact for members, guests, and community partners, the Office Administrator helps create an environment where all people experience hospitality, belonging, and the love of Christ.

Core Competencies

Ethics & Values

Honors the core values and beliefs of the ELCA through daily actions and decisions; models grace, hospitality, and justice in both routine and stressful situations; practices the behaviors and commitments the church invites others to embody.

Integrity & Trust

Demonstrates reliability, honesty, and transparency; communicates directly and respectfully; maintains confidentiality; admits mistakes and responds with steadiness and accountability.

Attention to Detail

Manages the many small pieces that support the larger ministry; maintains accurate records, organized systems, and clear documentation; keeps the mission of the congregation in view while tending carefully to daily tasks.

Interpersonal Skills

Builds positive, affirming relationships with staff, members, volunteers, and community partners; communicates with warmth and diplomacy; is approachable and attentive; avoids triangulation and supports healthy communication practices.

Time Management

Uses time effectively and efficiently; prioritizes tasks that advance the mission and operations of the church; balances multiple responsibilities with clarity and focus; respects the time of others.

Written Communication

Writes clearly, accurately, and with appropriate tone; produces polished digital and print materials; uses correct grammar and punctuation; communicates information in ways that are accessible and engaging.

Digital Communication & Adaptability

Uses digital tools, platforms, and communication strategies effectively; adapts to new technologies; maintains consistent, mission-aligned messaging across channels; responds flexibly to changing needs and priorities.

Essential Functions

Administrative & Office Support

- Serve as the welcoming presence of the church office, greeting visitors and responding to calls, emails, and inquiries with warmth and professionalism.
- Maintain office systems, supplies, calendars, and records, including membership data, facility use schedules, and ministry documentation.
- Prepare weekly worship materials, bulletins, announcements, and other printed or digital resources.
- Support the pastor, staff, and ministry teams with scheduling, correspondence, and project coordination.
- Demonstrate a willingness to assist with other duties as needed to support the mission and daily operations of the church.

Digital Communication & Outreach

- Manage and update the church website, social media channels, and email newsletters.
- Create digital content that reflects the congregation's mission, values, and ministries.
- Ensure consistent branding, tone, and messaging across all communication channels.

Congregational Connection & Hospitality

- Foster a welcoming, affirming environment for all who interact with the church.
- Support communication with members, guests, and community partners, ensuring clarity, accessibility, and care.
- Coordinate volunteer schedules for office coverage, hospitality roles, or ministry support tasks.

Operational & Ministry Support

- Maintain accurate administrative records in collaboration with the pastor and staff.
 - Assist with building use logistics, including communication with renters, community groups, and internal ministries.
 - Support preparation for special events, meetings, and seasonal ministries.
 - Uphold confidentiality and data integrity in all administrative processes.
 - Participate in regular goal setting and review.
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Qualifications

- Experience in office administration, communications, or related fields.
 - Proficiency with office software (especially Microsoft Office and Canva), digital communication platforms, social media management, and basic graphic or web tools, and a willingness to learn about new technology tools.
 - Strong interpersonal skills and a commitment to inclusive, affirming hospitality.
 - Ability to work independently, manage multiple priorities, and maintain organized systems.
 - Familiarity with church environments or nonprofit settings preferred.
 - Alignment with the mission and values of Faith Lutheran Church and the ELCA.
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Work Environment, Schedule, & Compensation

- 20 hours per week on-site, with occasional additional hours for special events or seasonal demands.
- Collaborative work with pastor, staff, and lay leaders.
- Expected compensation range is \$18-\$24/hour, based on experience.
- Anticipated start date–October 1, 2026.