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Communications and Office Coordinator

Job Description – May 2024

The Communications and Office Coordinator (COC) of American Reformed Church (ARC) is called by God through the consistory to serve the ministry and mission of ARC by managing the administrative needs of the congregation, using digital and print media to enable the congregation to worship God, disciple one another, and serve our local and global neighbors.

The COC will focus on this ministry under the larger umbrella of the congregation's corporate mission (a community that gathers together to be transformed by Jesus to transform the world), the congregation's core values (acceptance, grace, wisdom, and love), and the congregation's key practices (welcome, worship, know, serve, and share).

Qualifications:

1. Strong and growing relationship with Jesus Christ
2. Understanding of and adherence to Reformed Church in America doctrine, theology, and polity (organizational and governmental structure)
3. Willingness to embody the corporate mission, the core values, and the key practices of American Reformed Church
4. A love for ministry with gifts in creativity, design, media presentation, and website management
5. Strong communication skills, relational ability, organizational skills, computer aptitude, attention to detail, and the ability to work well on a team essential
6. Proficient (or able to become proficient) in Microsoft Office Suite programming, Aplos (membership database), and other computer programs used to create multimedia presentations and websites
7. Previous experience in communications or office administration preferred
8. Bachelor's or Associate's degree in communications, administrative office management, graphic design, or computer programming preferred
9. Possess a valid driver's license and satisfactorily complete a background check

Accountability & Evaluation:

1. Accountable to the consistory through the Executive Team, which will provide a formal evaluation annually and periodic information evaluations as necessary
2. Direct supervision from the pastor(s)

Areas of Responsibility:

1. Reception and Hospitality
 - a. Answer telephones
 - b. Maintain regular office hours in coordination with pastor(s) and/or Executive Team
 - c. Welcome guests to the church building during normal office hours
2. Communications
 - a. Worship Bulletins – create weekly worship bulletins
 - b. Website Maintenance
 - i. Oversee ARC's website, ensuring the website clearly communicates our corporate mission, our core values, and our key practices
 - ii. Post weekly bulletins to our website for easy online access

- iii. Ensure information contained on the website is up-to-date and readily accessible
 - iv. Keep website “fresh” by updating web design with new pictures and media content to communicate a dynamic (rather than static) congregational culture
 - c. Social Media
 - i. Maintain ARC’s social media platforms (Facebook, Twitter, Instagram, etc.), ensuring well-communicated content that aligns with our corporate mission, core values, and key practices
 - ii. Explore, evaluate, and implement other social media possibilities that may bolster the effectiveness of ARC’s mission and ministry
 - d. Email & Print Media
 - i. Distribute communication pieces (news items, prayer updates) via email and print as requested by pastor(s) and/or consistory
 - ii. Ensure information is shared accurately and in a timely manner to the entire congregation
- 3. Media Presentations
 - a. Prepare weekly slides for worship using appropriate presentation software, ensuring slides are accurate and aesthetically pleasing and maintain a standard of excellence for the worshipping community
 - b. When requested, assist pastors and staff with video technology to be incorporated in worship
 - c. Ensure AV tech persons are well trained to operate slides effectively to ensure a non-distracting worship environment
- 4. Administration
 - a. Provide primary administrative support for pastors and secondary (limited) administrative support for other staff and volunteer leaders
 - b. Serve as ARC’s in-house financial administrator by paying bills as directed and making weekly deposits at the bank. Maintain strong communication with the pastor(s) and the deacons to ensure ARC’s financial health.
 - c. Maintain the schedule for the electronic access controls to open and close the facility as needed
 - d. In coordination and collaboration with the facilities coordinator, manage the facilities calendar
 - e. Provide adequate organization by filing pertinent church documents
 - f. Serve as primary administrator for church membership database using Aplos
 - g. Manage mail and correspondence
 - h. Track Sunday morning worship attendance
 - i. Serve as distribution agent for the community food pantry
 - j. Maintain office, office machines, and office supplies, ordering supplies as necessary
 - k. Coordinate consistory correspondence (i.e. minutes, schedules, etc.)
 - l. Coordinate office volunteers (i.e. bulletin deliverers and others)
- 5. Perform other duties as mutually agreed upon by the COC and the pastor(s)/consistory

Other

1. The COC meets regularly with the staff and the pastor(s) for ongoing ministry collaboration and support.
2. The COC attends worship at ARC—at a minimum—on a quarterly basis. The COC need not become a member of ARC, but quarterly worship attendance will help to familiarize the congregation with the COC and vice versa.
3. The COC is constructive in support of ARC’s leadership, including the pastor(s), the consistory, and staff colleagues.

Status

This is a part-time position of 20-25 hours per week. Hourly wage will be commensurate with qualifications, skills, and experience.