



Metropolitan Community Church of Toronto

Position Description

Position Title:	Office Manager		
Classification:	Full-Time Contract	Updated	July 2020
Reports To:	Senior Pastor		

Organizational Overview:

Metropolitan Community Church of Toronto (MCC Toronto) was established in 1973. An average of 500 people attends our worship services every Sunday. For people facing life's challenges, a wide range of programs and support groups are offered. MCC Toronto also offers classes, seminars, retreats and workshops for spiritual and personal growth. Our congregation is diverse: over 30 ethnic backgrounds are represented; over 20 countries were reported as a place of birth and our members represent more than 20 different languages. MCC Toronto's vision is to be Bridge. We believe in the core values of Advocacy, Diversity and Spirituality.

A continual focus of MCC Toronto is to increase the level of congregational engagement. Engagement of congregants is the degree of their sense of belonging and feeling of being valued to use the best of their gifts and talents for something larger than themselves.

Purpose of Job:

This position has 3 primary functions: 1) Administrative Assistance to the Senior Pastor; 2) Office Coordination and 3) Worship Support.

Key success measures of the role:

1. Optimizes the Senior Pastor's time by efficiently and effectively scheduling meetings and preparing the Senior Pastor for these meetings. Efficiently scheduling meetings is a measure of how quickly the Senior Pastor's calendar is proactively organized in order to accommodate changing priorities. Effectively scheduling meetings is a measure of how well the Office Manager understands the goals of the organization and of the Senior Pastor and prioritizes activities accordingly.
2. Files are well organized according to the file structure on our cloud based information storing SharePoint site allowing information to be found quickly and easily.
3. Maintains a calm and professional demeanor when faced with highly urgent and stressful situations brought about by demands placed on the organization and the Office.



4. Visitors (physical and virtual) are professionally greeted and quickly receive a response to their inquiry whenever possible.
5. The IT Staff Member and Facilities Manager are under the Supervision of the Office Manager
6. Act as the Recording Secretary for the Board of Directors.

Major Activities:

Administrative Support to the Senior Pastor:

The purpose of this function is to support the Senior Pastor by effectively managing their schedules and performing a wide variety of administrative, secretarial, and analytical duties, often of a confidential nature. Specific activities include:

- ✓ Manage the schedules of the Senior Pastor within established strategic priorities.
- ✓ Maintain the meeting Agendas for the regular Senior Leadership and Staff Meetings. Solicit input on Agenda times and ensure action items are completed in a timely fashion.
- ✓ Receive, assess and direct all incoming phone calls to the office of the Senior Pastor, responding with diplomacy and tact and referring to other staff members as appropriate.
- ✓ Prioritize and manage the key files and activities that require action by the Senior Pastor and may coordinate related projects.
- ✓ Keep track of the expenses of the Senior Pastor and prepare expense reports for timely reimbursement.
- ✓ Ensure key processes and procedures related to the Office of the Senior Pastor are formally documented and reviewed on an annual basis.

Office Management:

The purpose of this function is to ensure the smooth operation of the main office on a daily basis in order to keep the lines of communication open between the staff, congregation, and public. Specific activities include:

- ✓ Lead a team of qualified staff and volunteer receptionists that can 1) professionally respond to incoming phone calls, site visitors and general email inquiries from the web and 2) provide general administrative support to staff as required. The role involves the direct supervision of a part-time employee.
- ✓ Ensure the Reception team has access to the information they need when they need it. Examples include dates and times of events, fundraising campaign details, availability of pastoral care team members etc.



- ✓ Develop a schedule for the Receptionists, ensuring adequate coverage throughout the week. When required and appropriate, personally handle incoming phone calls and site visitors directly (may occur when a volunteer is unable to make a shift etc.)
- ✓ Provide general information for outside agencies as appropriate.
- ✓ Sort and distribute mail, ensuring all confidential materials are effectively handled.
- ✓ Accept letters and packages from couriers
- ✓ Keep track of who's in the building during the day
- ✓ Ensure the Triangle School is kept well informed of MCC Toronto events and activities as required in order to ensure classes proceed smoothly throughout the year.
- ✓ Develop and maintain the Church Calendar
- ✓ Develop the procedures and protocols required to maintain the integrity of our database (PowerChurch, soon to be replaced). This involves providing training and support to the individuals (staff and volunteers) who perform various functions using this database.
- ✓ Ensure key processes and procedures related to office management are formally documented and reviewed on an annual basis (at a minimum)

Worship Support:

- ✓ Perform weekly data entry into the WorshipPlanning.com tool and supporting Excel applications (either directly or with volunteer assistance).
- ✓ Ensure the various team leaders receive the needed weekly communications.
- ✓ Prepare documents for the Senior Pastor as required.
- ✓ Liase with Worship Logistics Coordinator as necessary for worship related activities

Facilities Support:

- ✓ When requested by the Facility Manager, assist with emergency facility repairs by greeting and directing vendors/contractors hired to perform work.
- ✓ When the Facility Manager is absent, become the primary point of contact for emergency situations (fire, medical emergency, someone stuck in the elevator etc.). When these situations arise, the objective is to get the situation under control and call the appropriate emergency response agencies.

Other key activities:

- ✓ Maintains a thorough knowledge of the organization and adheres to all organizational standards.
- ✓ Participates in general staff meetings or events as scheduled.
- ✓ Participates in training and engages in practices to effectively use teams
- ✓ Participates in personal development in order to increase individual knowledge, skills and the modeling of key attributes.



- ✓ Ensures an adequate stock of regularly required office supplies is maintained (except paper as this is the role of the Communications Team)

Knowledge and skill requirements:

- Extensive knowledge of the uniqueness associated with non-profit environments.
- Experience serving as a staff member or volunteer leader at a Metropolitan Community Church is desirable.
- Awareness of MCC Toronto's role in the local community and recognition/acceptance of its value to the world as a whole.
- Formal training in information technology is desired.
- Formal training or experience in customer service request management techniques is desired.
- Working knowledge of effective Team Leadership Skills.
- Extensive Self Leadership Skills.
- Extensive Program and Process Management Skills.
- Extensive Conflict Management Skills.

Attributes:

- Accountable
- Honest
- Proactive
- Forward/Strategic Thinker
- Analytic/Systematic Thinker
- Teachability
- Team Player
- Emotionally Intelligent
- Communicator
- Values Diversity
- Service Orientation
- Flexible and Resilient

Contacts:

- Regular contact with all staff and the congregation.
- Occasional contact with emergency responders

Complexities/challenges:

- Working in a Church environment is different from secular workplaces whether commercial, governmental or nonprofit. Congregations are characterized by a sense of covenant and community in which there are deeper and more frequent levels of social interaction between individuals as well as groups. Conflicts can be more frequent and



usually involve staff in large churches. Understanding of congregational systems, skills in interpersonal communication and competent conflict management are critical.

- Most of the work of congregations is accomplished by volunteers who find meaning and satisfaction through participation in Church ministries and activities. Volunteers in Churches are often contributing to the financial well-being of the organization in addition to donating their time. Staff members must focus primarily on equipping and empowering volunteers for ministry rather than doing the ministries themselves.
- Staff resources are limited due to budget challenges which create a dependency on securing skilled and reliable volunteers.
- Maintaining collaborative relationships with time constrained internal colleagues to obtain, provide, verify and discuss volunteer requirements can be challenging.
- Defining and solving problems/issues in a creative or innovative way when needs/requests/ projects are presented in a general or ambiguous manner.
- Reaching the diverse members of the congregation to monitor existing satisfaction levels to gauge engagement can be challenging.
- Retaining volunteers for desired time periods is a challenge because the number of external factors that influence volunteer commitment can vary significantly at any given point in time – employment status, relationship status and health as a few key examples.

Physical demands/working conditions:

- Normal office environment.
- Requires flexibility in work schedule to support events that occur outside of regular working hours.
- May requires occasional lifting of office equipment and furniture.

To apply for this position, please email your cover letter and resume to careers@mcctoronto.com. Applications will be accepted on a rolling basis until the position is filled.