

## Job Description | Operations & Ministry Administrator

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**Job Summary:** The Operations & Ministry Administrator serves to ensure the smooth operation of the ministries of The Journey Tower Grove. This person assists the local church staff with the administration of church operations and events, supports the pastoral staff, and collaborates with staff and lay leaders to develop and execute ministry plans.

### Core competencies:

- Excellent verbal and written communication skills
- Takes initiative, acts with confidence, and is self-directed
- Honest, Trustworthy, and able to understand and follow instructions
- Plans activities and projects well in advance and takes account of possible changing circumstances
- Listens, consults others, communicates proactively, and helps build healthy staff/church culture
- Structures information to meet the needs and understanding of the intended audience

### Qualifications:

- Fulfill the duties required of Tower Grove members as outlined in the membership covenant
- Fulfill the character qualifications of a deacon as taught in Scripture
- Discretion, perseverance, patience, and a sense of humor
- Detail-oriented project management and organizational skills
- Excellent verbal and written communication skills
- Ability to maintain strict confidentiality
- Ability to manage self and drive projects with adequate direction and limited supervision
- Demonstrates a high level of enthusiasm
- Familiarity and/or willingness to become proficient with frequently used technology (PCO, Asana, Mailchimp, website/app editing tools, Google Suite, etc.)

### Duties & Responsibilities

- Strategize with Tower Grove leadership to implement and support church-wide calendars and processes
- Manage Tower Grove church calendar and handles logistics and coordination of events
- Support efforts towards newcomer integration and connection
- Manage sign up processes and workflows for local church classes, events, groups, and meetings
- Collaborate with staff on key initiatives and serve as project manager as needed
- Serve as the logistical liaison for campus events and classes and be available to be on-site as required for operational/resource needs
- Serve as church liaison for facilities, technology, finance, and other aligned Journey teams
- Manage budget reconciliations/reimbursements/invoices for the TG pastoral staff and campus

operational needs

- Respond to, assign, and track communication inquiries via Tower Grove email and response card inquiries in a timely and pastoral manner
- Maintain supplies, monitor mail, respond to phones, and maintain shared equipment in collaborative spaces
- Gather, track, and organize data as necessary for church ministries
- Serve as support for weekend service operational/administrative needs (Volunteer Teams, Journey Kids, Membership classes, sanctuary set up as needed, misc. events, etc.)
- Manage & cultivate church social media audience & content, including website and app platforms
- Create and send out church-wide communications as required and assigned
- Serve as the first point of contact to welcome, screen, and respond to guests, calls, and emails directed to the church
- Other duties as assigned by Lead Pastor

**Status:** Full-Time time (exempt)

**Schedule/Hours:** 40 hours per week

**Created By:** Daniel Fagbyi & Amy Mattia

**Reports To:** Lead Pastor