

Church Administrator

Job Description



Position Summary

At The Well, our day-to-date work is a big combination of faithful leadership and thoughtful administration. The Church Administrator helps the Executive Pastor and other staff navigate priorities, decisions, and delegation.

The Church Administrator is a full-time position responsible for managing the church's administrative operations and providing high-level support to the Executive Pastor. This person is also the primary driver of the daily operations of the church offices.

Areas of Responsibility

Executive Partnership & Support

- Meet regularly with the Executive Pastor to review priorities, projects, deadlines, delegated responsibilities, and outstanding commitments.
- Maintain an organized system for tracking projects, decisions, and assignments.
- Once a month, attend Elder Business Meeting to record, maintain, and distribute meeting minutes - coordinating with Meeting Secretary Deacon when applicable.
- Provide calendar support and coordination alongside the Executive Pastor, including scheduling, meeting preparation, important date awareness, and protection of organizational priorities.
- Prepare agendas, reports, and other materials for review, as well as applicable background information and/or supporting materials for meetings.
- Attend designated leadership or project meetings, capture decisions and action items, and coordinate appropriate follow-up.
- Partner with the Executive Pastor in maintaining organized electronic and physical files.
- Communicate with staff members, vendors, community partners, and outside contacts on behalf of the Executive Pastor when requested.
- Help identify upcoming due dates, unresolved responsibilities, operational bottlenecks, and matters requiring the Executive Pastor's attention.
- Serve as an administrative point of coordination for requests directed to the Executive Pastor.
- Maintain discretion and appropriate boundaries when assisting with sensitive personnel, financial, donor, pastoral, or organizational matters.

Office Operations & Front-Office Administration

- Oversee the daily operations of the church office, maintaining an organized, welcoming, and effective work environment.
- Answer the church's main phone line, respond to the doorbell, welcome visitors, and route questions or requests appropriately.
- Receive, sort, and distribute mail, deliveries, and packages.
- Maintain office calendars, shared schedules, room reservations, and other administrative systems.
- Monitor office supplies and coordinate purchasing, inventory, and routine office needs.
- Route and respond to electronic communications from church forms and The Well's general email address.
- Create or format basic handouts, email layouts, forms, and other communication materials.

Administrative Systems & Staff Support

- Maintain, and develop additional (in places where they do not exist) procedure documentation, templates, forms, checklists, records, and shared resources.
- Identify inefficient or unclear processes and recommend practical improvements when they are encountered.
- Assist staff members with scheduling, document preparation, registrations, communication, and other approved administrative needs.
- Maintain shared administrative resources and ensure staff members can locate and use current versions. (i.e. Time Off forms, etc.)

Meetings, Planning & Staff Rhythms

- Coordinate event requests, recurring meeting schedules, invitations, room arrangements, materials, hospitality, and other logistical needs.
- Maintain an organized and centralized calendar of significant staff, ministry, facility, and church-wide dates.
- Support consistent communication between the Executive Pastor, staff members, and other organizational leaders.

Church Records & Digital Systems

- Create, update, and maintain accurate records for church attendees, Covenant Partners, groups, events, and other ministry needs.
- Develop, coordinate, and maintain assigned databases and digital systems, including registrations, forms, workflows, reports, and shared files.
- Create and manage event-registration processes in coordination with ministry leaders.
- Produce reports and organize information needed by staff and leadership.
- Help ensure that information is entered consistently and records remain accurate and current.
- Document administrative procedures for recurring database and registration tasks.
- Protect confidential information and exercise sound judgment when handling personal, financial, pastoral, personnel, or organizational records.

Events & Hospitality

- Provide administrative and logistical coordination for church-wide and staff events and retreats.
- Assist with supplying the Hospitality Team's resources for Sunday morning preparation.
- Partner with the Executive Pastor and the Facilities Coordinator to create organized and welcoming experiences that reflect the culture and values of The Well.

Financial & Resource Support

- Establish and maintain regular communication loops together with the Executive Pastor and third-party financial services through ChurchBiz,
- Support established financial procedures by creating requested documentation and records.
- Partner with the Executive Pastor to develop and coordinate purchase approval process, and maintain appropriate receipts and supporting documentation.
- Assist with gathering information and preparing documentation and reports for budgets and other operational needs.
- Recognize that final authority for financial decisions, personnel matters, donor information, contracts, and other sensitive organizational matters remains with the Executive Pastor or other designated leaders.

General Expectations

- Maintain dependable and consistent attendance during established work days and hours.
 - Monday-Thursday, 8:00am-5:00pm; Sundays, 7:30am-12:30pm.
 - Maintain Covenant Partnership in good standing at The Well & participate faithfully in the life of the church through worship, community, discipleship, and mission.
 - Participate in "all-staff" meetings, retreats, planning gatherings, and other required staff events.
 - Maintain professionalism, confidentiality, integrity, and healthy relational boundaries.
 - Demonstrate initiative, flexibility, humility, kindness, and a willingness to serve.
 - Receive feedback with humility and pursue continued personal, spiritual, and professional growth.
 - Strive for unity among the church, staff, and leadership.
 - Fulfill occasional evening or weekend responsibilities as required.
 - Perform other responsibilities as assigned based on church needs, organizational priorities, and individual gifting.
 - Exercise good judgment regarding when to act independently, when to gather additional information, and when to involve the Executive Pastor.
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Qualifications

Experience & Skills

- Significant experience in executive administration, office management, or a related role is preferred.
- Prior experience in a church, nonprofit, ministry, or similarly mission-driven organization is preferred.
- Excellent organizational, prioritization, time-management, and follow-through skills.
- Strong written, verbal, and interpersonal communication skills.
- High attention to detail and the ability to produce accurate, professional work.
- Ability to anticipate needs, identify problems, recommend solutions, and exercise sound judgment.
- Ability to work independently while remaining collaborative, responsive, and accountable.
- Ability to move effectively between focused project work and routine office interruptions.
- Proficiency with common office-productivity tools, email platforms, shared calendars, spreadsheets, presentations, and other electronic tools.
- Strong document-formatting, proofreading, and basic communication-design skills are preferred.
- High school diploma or equivalent required; relevant college education, professional training, or comparable experience is preferred.

Reporting Structure

- Reports directly to the Executive Pastor.
- Serves as a full-time member of The Well staff team.
- Works closely with pastors, ministers, staff members, elders, deacons, and designated ministry leaders.
- May supervise future employees, interns, volunteers, or administrative support.
- Does not independently exercise pastoral, financial, personnel, or organizational authority unless specifically delegated by the Executive Pastor or other appropriate church leadership.