

POSITION DESCRIPTION  
First Lutheran Church  
DIRECTOR OF SUPPORT SERVICES

Position Title: Director of Support Services  
Classification: Full time, exempt, non-rostered  
Supervision: Senior Pastor  
Staff teams: Office and Custodial staff

Nature and Scope of Responsibilities:

The Director of Support Services shall be hired by the First Lutheran Council and shall be responsible to the Senior Pastor and Congregation Council. Responsibilities and conduct of ministry shall be in accordance with this position description, the constitution of the congregation, guidelines described in the FLC Personnel Policy handbook, and applicable law. The Director of Support Services shall work cooperatively with the pastoral staff, the lay staff, the Congregational Council and the FLC membership to carry out duties. This position will directly supervise all office and custodial staff members, ensuring position duties are carried out effectively. The Director of Support Services will also be a liaison and an active participant in all administrative ministry teams of the church, such as Finance, Property, Building, Trust, Audit and Personnel, working with a committee chairperson to ensure they meet regularly to address items needing review and action. This position will be expected to attend Council Executive meetings as well as any Congregational meetings.

Position Objectives:

- Timely and accurate financial reports and processes
  - Prepare timely and accurate financial statements and reports, variance analyses, budgets, income and expense forecasts, account reconciliations and other financial reports.
  - Ensure that cash receipts are properly secured, controlled and deposited timely and expenses are paid in accordance with contractual terms
  - Maintain historical financial information and coordinate audits and other reviews of financial information
  - Manage staff and/or services for accurate recording of financial transactions
- Risk management
  - Secure appropriate insurance coverage to protect the assets of the congregation and evaluate vendors to ensure that costs of coverage are reasonable and provided by reputable insurers
  - Maintain internal controls to ensure that assets are properly safeguarded from misappropriation
- Human Resources
  - Provide leadership to, support the efforts of, and supervise administrative, accounting, custodial, and communications staff
  - Ensure timely and accurate payment of employee payroll, payroll taxes and insurance contributions
  - Ensure compliance with relevant employment laws and regulations
  - Develop and maintain appropriate position descriptions, handbooks and other employment related documentation

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- Information Technology
  - Acquire and maintain appropriate information and business technologies to ensure appropriate resources are available for staff and volunteers in achieving the mission of the congregation
  - Ensure that data and systems are properly secured to ensure data privacy
  - Maintain a process of regular offsite backups to effect recovery of data in the event of a system failure or other disaster
  
- Administration
  - Lead administrative affairs to ensure that congregational and office business is conducted as efficiently and effectively as possible
  - Coordinate efforts of congregational committees with administrative responsibilities to ensure their roles are efficiently and effectively conducted
  - Coordinate with Building Supervisor to ensure facilities are properly maintained and well presented for use by the congregation, the neighborhood and partner organizations
  - Evaluate potential contractors/vendors and make recommendations to the President and Council regarding all significant transactions

Minimum Qualifications:

- A Bachelor degree in Accounting, Business Administration, Management or related field is required.
- A minimum of five years of direct staff management experience is preferred. Work experience in a church environment is desired and will be given preference.
- Proficient use of Microsoft Office software (Excel, Word, PowerPoint)
- Ability to manage projects collaboratively with teams of people.