

**WIXOM OFFICE MANAGER**  
**Ministry Description**  
St. Matthew Lutheran Church  
Wixom, Michigan

**I. PURPOSE**

In response to Christ's love, with the Spirit's help, according to the Father's will and for God's glory, the Wixom Office Manager will work with the the Hearts and Hands Child Development Center Director to supervise, administer and support the office operations required to achieve the mission at St. Matthew Lutheran Church Wixom Campus in making Christ-followers who are growing:

- UP with God
- IN community
- OUT with His love

**II. RESPONSIBILITIES**

The Wixom Office Manager under the supervision of the Hearts and Hands Child Development Center Director shall be responsible for the following:

**A. Administrative/Managerial Duties**

1. Work with Childcare and Church staff and volunteers to provide a safe and healthy environment for children inside and outside of the building according to state licensing regulations.
2. Serves as an integral part of overall building safety including but not limited to screening visitors, managing alarm code issuance, security camera monitoring and facility badge requests.
3. Print Hearts & Hands (henceforth H&H) classroom attendance sheets on a daily basis and report any concerns to the Childcare Director/Teacher.
4. Assist the Childcare Director/Teacher enrolling H&H children.
5. Ensure quality control of office services and communications, including a high standard of courtesy and cooperation for all with whom we come in contact.
6. Provide appropriate training in office policy, procedures, methods and systems for staff and volunteers.
7. Assist the Associate Pastor at the Wixom Campus and the Childcare Director/Teacher in implementing and managing all personnel policies as reflected in the "Congregational Personnel Manual".
8. Serve as Wixom Staff personnel representative.
9. Coordinate and communicate with Properties Ministry on all facility repairs/maintenance/projects.
10. Assist Childcare Director/Teacher in monitoring that state regulations for childcare center are being followed and file all necessary paperwork for state licensing.

11. Schedule and coordinate the facility use with childcare, church and special events for Wixom; enter information into database, produce and maintain the Wixom facility calendar.
12. Coordinate with Walled Lake Scrip Coordinator to ensure proper management of Scrip Program at the Wixom campus.
13. Assist, as needed with Fall Festival, Thanksgiving Feast, Winterfest, and any other scheduled church events.

**B. Office Management and Personal Task Duties**

1. Serve as the first contact on entry for H&H parents, staff and other visitors and provide a means for these services when not personally present.
  - a. Assist H&H parents with check-in procedures.
  - b. Make appointments for parents and staff with the Associate Pastor at the Wixom Campus and Childcare Director/Teacher.
  - c. Connect staff, parents and visitors with the correct St. Matthew staff person or ministry for their needs.
  - d. Be aware of and communicate the many opportunities for involvement at St. Matthew; make available information that is of interest to the Wixom Campus.
  - e. Maintain all office supplies and purchase as needed.
  - f. Other duties as assigned.
2. Manage the financial records of the Wixom Campus including:
  - a. Approve & process the payment of invoices and other billings for the Wixom Ministry and forward them to the Treasurer for payment.
  - b. Record tuition receipts and prepare deposit and deliver to Walled Lake.
  - c. Transfer Wixom Worship Offerings to Walled Lake Campus for counting and recording in member records.
  - d. Approve and prepare all Wixom Staff payroll time cards and forward them to Walled Lake Accountant for payroll processing.
  - e. Post, update and maintain the MCIR (Michigan Childcare Immunization Registry) program, including preparing and submitting all required reports to the State of Michigan.
  - f. Prepare monthly financial reports and monitor budget. Evaluate the budget in view of cash flow and bring any concerns to the attention of the pertinent staff person (e.g. Associate Pastor at the Wixom Campus and/or the Childcare Director/Teacher)
  - g. Prepare routine monthly H&H financial projections for Wixom Ministry Team, Associate Pastor and Childcare Director/Teacher.
  - h. Provide special financial, enrollment, staffing and budget reports when requested.

- i. Attend St. Matthew Budget Committee Meetings as needed.
  - j. Bill and collect all accounts receivable while implementing procedures in handbook to proactively keep tuition payments current and to detect and collect late payments in a timely and God-pleasing fashion, including tracking of tuition account aging, sending out associated billings and notices and personally pursuing timely collection of overdue accounts, keeping the Childcare Director/Teacher informed about any difficult situations.
  - k. Develop the annual budget with input from the Associate Pastor at the Wixom Campus, the Childcare Director/Teacher and all Wixom ministries.
- 3. Manage Wixom Office Information Systems
  - a. Maintain, update and manage the software systems for recording H&H enrollment, attendance, staffing and tuition and personally record billing and payments on a weekly basis.
  - b. Set up new student and employee records and financial records including the completion and filing of appropriate forms.
  - c. Refine, revise and administer the system for filing active paper documents, as well as timely destruction of paper documents.
  - d. Maintain the phone voice mail system.
- 4. Manage efficient operation of office tasks
  - a. Review forward workload daily and assign tasks if other office staff or volunteers are available so that workload is leveled and necessary deadlines are met.
  - b. Ensure that all office equipment is adequately maintained and repaired, including authorizing and arranging for repair service.
  - c. Monitor Wixom campus computer hardware (maintenance or new equipment) needs and address any needs.
  - d. Maintain supply inventory and order supplies according to budget tracking guidelines for all Wixom Ministry.
- 5. Classroom Responsibilities
  - a. Serve as an on-site substitute when needed per Childcare Director/Teacher request.
  - b. Assist teachers with administrative tasks as needed.
- 6. Responsibilities to Children and Parents
  - a. Greet and develop relationships with parents and children.
  - b. Assist scheduling center tours needed with Childcare Director/Teacher.
  - c. Work with Wixom/Walled Lake schools as needed.
  - d. Orient parents to programs of St. Matthew.

- e. Schedule necessary Sound Tech people for the Hearts and Hands Christmas and Spring Music programs.
  - f. Research pricing and shop for snacks/milk on a weekly/ bi-weekly basis.
  - g. Assist Childcare Director/Teacher in ordering art supplies.
7. Communication Duties
- a. Post messages on the outdoor sign.
  - b. Compose, design and distribute a bi-weekly newsletter for H&H.
  - c. Prepare Monthly H&H Calendar.
  - d. With input from the Childcare Director/Teacher, prepare and distribute annual calendar.
  - e. After receiving chapel themes from Childcare Director/Teacher, annually schedule chapel leaders for H&H weekly chapel.
  - f. In coordination with the Childcare Director/Teacher, schedule and organize all summer field trips for H&H.
  - g. Provide Messenger updates to Walled Lake each week.
  - h. Update the Bulletin Boards.
  - i. Assist in providing updated and effective communication for all Wixom Ministry.
  - j. Communicate to Walled Lake Office Manager any updated Website information needs.
  - k. Prepare and maintain Wixom Master Calendar for a period of 6 months future schedule.
8. Other duties as may be assigned

### III. SUPERVISION AND CONDITIONS OF EMPLOYMENT

- A. The Wixom Office Manager reports directly to, and is under the authority of the Hearts and Hands Child Development Center Director.
- B. Compensation and benefits will be set by the congregation upon recommendation of the Executive Board.
- C. The Wixom Office Manager is subject to the conditions of employment outlined in St. Matthew Lutheran Church's "Congregational Personnel Manual."

---

Date:

---

Signature: Wixom Office Manager

---

Signature: the Hearts and Hands Child Development Center  
Director

Proposed changes 11/04/08

Minor edits 8/18/10

Proposed Changes: 12/14/15

Proposed changes approved: 2/8/18

Updates approved by Executive Board 9/19/19

Minor edits 5/10/21 and 1/25/23

### Mission Statement

*St. Matthew Lutheran Church exists to make Christ-followers who are growing:*

- *UP with God*
- *IN community*
- *OUT with His Love*

### Core Values

*God has called St. Matthew to:*

1. Believe in Jesus as the only Savior  
(John 14:6; Acts 4:10-12)
2. Live as a Bible-based and Spirit-led people  
(John 16:13; 2 Timothy 3:16-17; Acts 2:38-39)
3. Worship God together  
(Colossians 3:16; Hebrews 10:24-25)
4. Share the love of Jesus  
(Matthew 28:18-20; Acts 1:8)
5. Grow closer to and more like Jesus  
(Romans 12:1-2; Titus 2:11-14)
6. Serve God with our gifts  
(Romans 12:4-8; 1 Timothy 6:17-19)
7. Love one another in caring communities  
(1 Corinthians 13; Ephesians 4:15-16)
8. Pass Jesus on to the next generation  
(Deuteronomy 6:6-9; Proverbs 22:6)

### Wixom Purpose

*The purpose of the Wixom site will be to more effectively reach and disciple the pre-Christian, especially young singles, couples and their families in the Wixom area. While all (regardless of age or religious background) will be warmly welcomed, the Wixom ministry will especially be designed to reach and disciple to those who do not yet have a vital, growing relationship with Jesus.*

### Hearts and Hands Child Development Center Mission Statement

*To help parents in the Wixom area by providing loving, quality childcare, preschool and latchkey and by helping them to lead their children to have a growing relationship with Jesus. The Center will also offer a variety of family and parenting resources and a number of activities that will help connect families to the St. Matthew Community.*

# **St. Matthew Lutheran Church**

## **Staff Values**

### **One**

#### Lead a spiritually surrendered life

Moved by God's love in Christ, bring the gift of a self that is teachable and yielded to the Holy Spirit. Approach your work and your life with Spirit-controlled hearts.

1 Tim.4: 7; 2 Cor.5\_14-15; Rom.8: 5-6; 1 Cor.4: 1-2

### **Two**

#### Maintain an infectious, optimistic and enthusiastic attitude

Ask the people with whom you work, "What can I do to help you?" Expect to be a team player who has the best interests of the team at heart.

Duet.20: 8; 1 Thess.5: 11; Phil.2: 1-5

### **Three**

#### Engage coworkers in honest communication

Let's not allow things to go underground. Conflict resolution and meaningful communication must take place in an environment of openness and truth telling with courtesy and sensitivity.

Eph.4: 25-29

### **Four**

#### Approach your work with intensity

Maintain a fervent and dedicated spirit that perseveres in the midst of difficulty. Put your hand to the plow and don't look back!

Do all you can heartily and serve the Lord with fortitude.

Col.3: 23-24; phil.3: 13-14

### **Five**

#### Honor the value of volunteers

Motivate and encourage the lay people around you by giving them words of encouragement and appreciation whenever you have an opportunity. Write the note, make the call, give the gift that says, "You and your ministry matter to God!"

1 Pet.2: 17; Phil.1: 3-6

## Six

### Keep an eye on eternity

Don't lose the big picture and God's ultimate desire and plan for the world, the church, your life and your ministry. Remember why you're in this.

1 Cor.15: 58; Jer.29: 11; Acts 20:24

## Seven

### Get on your knees

Pray for God's supernatural intervention in the life of this church, your family, your ministry and your personal walk with Jesus. Humble yourself before God and expect Him to do great things as you seek to serve Him with all your might.

1 Thess.5: 17; 1 Pet.5: 6-7; Matt.21: 21-22

## IV. DESIRED QUALITIES

- A. The Wixom Office Manager's Spiritual Maturity should be reflected as described in Exodus 18:21 ("...select capable men from all the people—men who fear God, trustworthy men who hate dishonest gain..."); Acts 6:3 ("...choose...from among you [those] who are known to be full of the Spirit and wisdom"); 1 Timothy 2:8-12 ("Deacons, likewise, are to be men worthy of respect, sincere, not indulging in much wine, and not pursuing dishonest gain. They must keep hold of the deep truths of the faith with a clear conscience. They must first be tested; and then if there is nothing against them, let them serve as deacons. In the same way, deaconesses are to be women worthy of respect, not malicious talkers but temperate and trustworthy in everything. A deacon must be the husband of but one wife and must manage his children and his household well."); and as follows:
- Fervent personal devotion, Bible study and prayer life
  - The fruits of the Spirit should be evident
  - Outgoing and congenial
  - Confidentiality
- B. The Wixom Office Manager's Spiritual Gifts should include:
- Administration
  - Hospitality
  - Leadership
  - Helps



C. The Wixom Office Manager should have experience and personal qualities as follows:

- Positive, cheerful manner
- Understands accounting and financial practices
- Capable of creating software reports needed for ongoing analysis of ministry enrollment, financial and staffing conditions by ministry leaders
- Keeping accounts of Hearts and Hands participants paid in a timely fashion, including proactive means to avoid late payments and the collection of past due amounts, in a Christ pleasing manner
- English language, grammar and spelling skills
- Ability to use ProCare, Microsoft Word, Excel, PowerPoint and Publisher.
- Organized and self-disciplined in own work habits; able to manage own efforts
- Self-motivated and self-starter, looking for opportunities to improve things
- Results oriented and capable of process thinking
- Able to prioritize and adjust tasks as needed to complete duties in a timely manner
- Has the ability to multitask
- A member in good standing of St. Matthew

D. The Wixom Office Manager should have a Team Spirit reflected as follows:

- Work cooperatively with co-workers.
- Fully embrace St. Matthew's Mission and Core Values (see above).
- Embrace and, with God's help, evidence the Staff Values (see above).