



## ROLE AND RESPONSIBILITIES:

### *Office & Marketing Director*

(40 hours per week)

#### PURPOSE:

The Office and Marketing Director (MD) / of Northend Church (NC) is someone who has a deep and growing personal relationship with Jesus Christ. They will serve Him by providing specialized creative communications, administrative, and ministry support services to staff, congregants and the community at large.

#### 1. REPORTING

The Marketing Director / Office Administrator reports to the Associate Pastor & Lead Pastor and is considered part of the pastoral support team.

#### 2. KEY RESPONSIBILITIES

The Marketing Director's responsibilities include, but are not limited to:

- **External and Internal Communication Pieces:** Curate and maintain all advertising and information materials that go out under the NC name in both physical and digital forms.
  - Manage the ordering, delivering, distribution, and re-stocking of all related print and marketing materials.
- **Website Management:** Ensuring all content is accurate and updated weekly. Upload weekly sermon notes and header to the website.
- **Social Media Management:** Maintain NC's social media presence through the production and posting of content across all our active social media platforms.
  - Share reels, posts, and stories frequently and consistently throughout each week.
  - Ensure all information shared is accurate and timely.
  - Ensure that biblical values guide all content posted by NC.
  - Respond appropriately, timely, and with the voice of NC to any comments and questions posted on NC's social media channels.
- **Graphic Design:** Create designs for various communication mediums including digital and print for a variety of ministries across NC and apply those designs where necessary or as directed by the Associate Pastor or relevant ministry leader.
- **Video Announcements:** Schedule, facilitate and deliver the weekly video announcements shown in Sunday services in collaboration with NC staff, leaders, and volunteers.

- **Branding & Protocol:** Ensure that NC's branding protocols are consistently upheld across all platforms and materials. While the MD is not the leading voice for NC, the actions the MD takes and the communication he/she oversees on behalf of NC should align with the heartbeat and ethos of NC and its lead voices.
- **Online Registrations:** Work with various members of the NC staff to create, maintain and communicate online event registrations.
- Other duties as assigned.

**The Office Administrator's responsibilities include, but are not limited to:**

- Provide a positive guest experience Monday-Thursday by answering the door, phone and the main email for the church. Assisting guests as needed.
- Attend Sunday morning services and assist as needed
- Prepare Bi-weekly eNews, monthly event calendar, and miscellaneous email communications to the Church as needed.
- Ensure that the main Office is kept in an orderly manner and that all church files etc., are up to date and filed, Order & maintain office & kitchen supplies.
- Ensure that the kitchen, counters, and tables in the foyer are left clean and tidy each day at the end of the day. Ensure that the people using the facilities understand their responsibility to maintain a high level of cleanliness and neatness in all food service areas.
- Assist with church events, staff appreciation events and staff training events.
- Prepare / create the weekly bulletin / preaching notes and pro-presenter slides on Sunday and advise the head usher where the bulletins are left.
- Download song lyrics and upload them to pro-presenter
- Train someone else in pro-presenter who can do your work in your absence
- Planning Center – maintain database, create registration, forms, groups, and service plans
- Assist with preparations for funerals, weddings, baby dedications, and baptisms. Send flowers, gift cards, and cards, when necessary, on behalf of the different ministries.
- Keep organized records for memberships, baptisms, annual meeting minutes, and Police Record checks.
- Manage Email database
- Assist with walk in or by phone call, benevolence / families in need as needed. Conduct primary interviews, record needs, assist with general support when appropriate prior to discussing with either Foodbank Director or Lead Pastor. Assist foodbank with client calls and pickups when needed.
- Assist other staff / ministries only when your current work projects are completed for the day or week.
- Manage and co-ordinate custodial staff on a weekly basis and for all special events
- Management and responsibility over the following areas including contracts/leases and communication with appropriate 3<sup>rd</sup> party for maintenance and troubleshooting when needed:
  - Security system
  - Phone system
  - Printer / Copier
  - Data Server, back-up, internet, Wi-Fi
- Assist with the administration and co-ordination of outside facility rentals in conjunction with the Lead Pastor
- Oversee the scheduling of all rooms in the Church

### 3. EXPECTATIONS

The Marketing Director / Office Administrator is expected to uphold the following standards:

- **Character:** Live out your personal faith in Jesus Christ as Lord and Saviour with integrity in how you communicate and interact while at work and/or doing work-related tasks.

- **Availability:** Be available to work regular hours, take phone calls, answer text messages, reply to emails, attend necessary meetings, have in-person conversations etc. during agreed upon workdays, which includes Sunday morning, and offer some flexibility and grace for unexpected situations outside of normal hours.
- **Contribution:** Contribute value to and work collaboratively with the NC pastoral team, volunteers, and congregants.
- **Alignment:** Align theologically and philosophically with NC's vision, mission, and doctrines.
- **Confidentiality:** Discern and maintain confidentiality when dealing with personal, sensitive, or private information related to NC, its employees, its congregants, and all those it serves throughout the community.
- **Work Ethic:** Be a self-motivated, self-starter with an ability to maintain a healthy work/life balance.
- **Workspace:** Maintain a clean and organized personal workspace and help uphold standards of cleanliness everywhere on NE property.

## 4. ACCOUNTABILITIES

The Marketing Director / Office Administrator's performance will be measured against the following:

- Agreement with and support for the Mennonite Brethren Confession of Faith, and the Mission and Vision statements of NC.
- Agreement with NC's staff policies.
- Honest communication with and reporting to the Associate Pastor and NC leadership.
- Positive personal engagement in the life of NC's staff when in office and with any volunteers and congregants when the opportunities arise.
- Regular, predictable, and on-time attendance for meetings and other work-related tasks.
- Accomplish tasks in a timely manner, to the best of your ability, to the glory of God.

## REMUNERATION AND BENEFITS

This job is 40 hours a week, includes benefits and vacation pay. Pay scale is between \$26.50 - \$32 per/hr dependent on qualifications.

## TO APPLY

Send resume, cover letter with 3 references to Mrs. Lili Giesbrecht. In the cover letter share what operating systems you are experienced in. Include your level of expertise with social media platforms. Provide examples of your marketing portfolio.

Email your completed CV to [finance@northendchurch.ca](mailto:finance@northendchurch.ca).