**Title:** Office Administrator

**Reports to:** Executive Director

**Location:** Harrisonburg, Virginia, with consideration given to being off-site certain days

**FTE:** 40 hours per week, hourly (1 FTE)

**MennoMedia Priorities**

At MennoMedia we publish highly readable, thoughtful curricula and books that call readers follow Jesus in word and deed. We publish resources about Christian discipleship, spirituality, reconciliation, justice, and theology from an Anabaptist perspective, and our products reach a broad spectrum of evangelical, mainline, and Anabaptist readers. Our MennoMedia curricula, period­icals, and hymnals reach congregations that share these same affinities, cultivating passion for faith formation and an active life of discipleship rooted in trusting God and following Jesus. Our Herald Press books support the spiritual life of Christians and inform thoughtful faith and action.

**Position summary**

The office administrator provides administrative support for various departments within the organization, as well as providing back-up customer service.

**Overall responsibilities**

**Executive director and office support (50 percent)**

1. Provides support for executive director, including communicating with constituents, scheduling meetings and travel, planning events.
2. Oversees logistics and docket for board of directors’ meetings, which happen two times per year in person and additionally via videoconference. Maintains and files corporate documents.
3. Coordinates and distributes the seasonal distribution and translation of reports requested by area conferences for annual meetings.
4. Annually files Statement of Ownership forms with the Harrisonburg post office.
5. Mails out complimentary Herald Press books to staff and board.
6. Biennially has complete sets of periodicals bound.
7. Maintains files for in-print and out-of-print titles; maintains office copy book shelves.
8. Oversees mailing royalty statements annually for all Herald Press books, as well as for Sing the Journey and Sing the Story, and updates author records
9. Other duties as assigned

**Customer service department (25 percent)**

1. Covers vacations and sick leaves for the customer service department and serves as customer service backup during busy times.
2. Receives and processes daily orders.
3. Processes and responds to information requests, or consults with Customer Service and Marketing departments as needed for assistance in responding to customers.
4. Receives monthly print-on-demand sales reports and complete processing, invoicing, and A/R tasks as needed.

**Development department (20 percent)**

1. Maintains donor database with up-to-date contact and background information for individuals and congregations.
2. Tracks fundraising appeal results.
3. Provides monthly reports on donor and fundraising information.
4. Tracks timelines and schedules for donor communications using Key Donor Dashboard.
5. Assists in the production and distribution of mailings and reports.
6. Assists in developing templates for donor communications.
7. Assists in developing processes and procedures for receiving gifts, acknowledging gifts, etc.
8. Assists in sending personalized communication and acknowledging gifts to donors, congregations, and prospects.
9. Assists in coordinating fundraising events.
10. Coordinates meetings as requested.

**Marketing and sales department (3 percent)**

1. Receives requests for review and complimentary copies and forwards to APG for fulfillment.
2. Prepares sales presentations as needed.
3. Provides additional marketing, sales support as needed.
4. Works with Finance Officer to bid out printing.

**Editorial department (2 percent)**

1. Prints out and mails endorsement and foreword requests as needed.

**Skills/Qualifications**

1. Self-starter and team-player who is highly organized, willing to ask questions, oversee coordination, and manage projects through completion.
2. Bachelor’s degree or two or more years of experience related to above responsibilities.
3. Excellent verbal and written communication skills.
4. Advanced computer skills in MS Outlook, Word, Excel, and Zoom, and a desire and ability to learn other software as needed.
5. Training (or experience) in office communications, files, and business.
6. Ability to work in a cooperative manner with other staff.
7. Strong personal organizational skills.

**Organizational Fit**

1. Passion for sharing Anabaptist Christian values with the church and the world.
2. Knowledge of or willingness to work within Mennonite and related Anabaptist business and church culture.
3. Committed to Jesus Christ and participating in a local congregation.
4. Committed to Mennonite Church emphases in such areas as Christian formation, witness, service, peace, stewardship, anti-racism and church planting in many cultures.