Logo, company name

Description automatically generated**Title:** Office Administrator

**Reports to:** Director of Customer Service

**Location:** Harrisonburg, Virginia

**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’s role is spread between customer service, finance, and administrative support for the organization.

**Overall responsibilities**

**Customer service department (50 percent)**

1. Serves as the front line to answer the MennoMedia customer service telephone line from 9-1 Monday-Thursday, and all day on Friday, as part of a team of three.
2. Receives and processes daily orders.
3. Processes subscription renewal payments and emails out renewal notices.
4. Processes and responds to information requests or consults with Customer Service and Marketing departments as needed for assistance in responding to customers.
5. Covers vacations and sick leaves for others in the customer service department and serves as customer service backup during busy times.
6. Other duties as assigned.

**Finance department (15 percent)**

1. Processes all Stripe credit card invoices.
2. Receives monthly print-on-demand sales reports and complete processing, invoicing, and A/R tasks as needed.
3. Other duties as assigned.

**Office support (35 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 one to 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. Enters once-a-quarter orders for complimentary Herald Press books for staff and board.
5. Receives requests for review and complimentary copies and forwards to APG for fulfillment.
6. Maintains office copy bookshelves.
7. Registers for all Herald Press copyrights and mails in required books.
8. Assists in the production and distribution of mailings and reports.
9. Assists in developing templates for donor communications.
10. Assists in processes and procedures for receiving and acknowledging gifts.
11. Assists in sending personalized communication and acknowledging gifts to donors, congregations, and prospects.
12. Assists in coordinating fundraising events and meetings.
13. Assists in coordinating videographer and participants for quarterly Salt & Light videos.

**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.