



Normandale Lutheran Church is seeking a new **Office Manager** to organize and provide the support of the church business office for staff members, congregation members, regular business users of our facility, and visitors. The role also involves leading the planning and provision for the property-related needs for all congregational and tenant party purposes that use or rent shared spaces our building.

Who we are. Led by the Holy Spirit and living in God’s grace, Normandale Lutheran Church is a community proclaiming the gospel of Jesus Christ through love, learning, worship, and service. Our church is a member of the Evangelical Lutheran Church in America (ELCA) and a Reconciling in Christ (RIC) congregation. We are based in Edina, Minnesota, a stable and vibrant community located centrally within the metropolitan area of Minneapolis and St. Paul.

Our church is a strong community firmly grounded in worship and the word, with an emphasis on traditional worship strengthened and interwoven with music from organ, choirs, brass, handbells, and congregational singing. We practice the established liturgy, welcome all to the communion table, and enjoy joyful and informal participation by congregation members in worship services.

Our congregation was founded in 1950 and continues to evolve and grow in service to local and global communities, with significant effort and resources directed to children and youth development, support of seniors, and partnership with local organizations focused on addressing hunger, health, and housing needs.

Role Description. The essential regular responsibilities of the role include:

- 1) *Office coverage.* Serve as the church’s primary and first interface with people during business hours of the church office. Address needs and inquiries for information related to church activities, meetings, and other events at the facility. Provide personal coverage or otherwise pre-schedule to provide for a staff member or volunteer substitute for all church business office hours each week.
- 2) *Phones and messages.* Ensure that all phone calls to the church and messages received via the church’s website messaging function are fielded and responded to by the end of each day, with forwarding and follow-up communicated to the initiator for their awareness. Serve as the primary administrator of the church’s phone system with responsibility for line assignments, service changes, invoice approvals, and annual cost budgeting. Reassign the “on call” pastor line each week per the pastors’ instruction.
- 3) *Financial administration.* Primary duty alongside one other staff member to enter and maintain donor records of individual gifts to the church and associated purposes, including the issuance of period giving statements to the full population of church donors. Work with the church accountants on gift records and reconciliations. Enter cost invoices for payment in the church’s business records and for its weekly approval and disbursement process.

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- 4) *Facility calendar and related support.* Lead the planning and communications related to the use of the church's common spaces and shared rooms that are available for multiple users and uses. Work collaboratively with requestors of space and other impacted stakeholders to schedule and commit spaces to specific uses. Personally ensure the public and private facility calendar is always up to date and comprehensive in its description of uses, users, and times. Ensure that support services including unique room setups are clearly outlined and supported in a timely manner.
- 5) *Office mail and deliveries.* Handle and distribute all incoming office mail and package deliveries on a daily basis, ensuring all items get to recipients in a timely manner. Open all general mail to the church and financial correspondence, including donations as well as invoices for payment, depositing all payments into the church safe promptly. Scan and save ancillary cover letters and documents as necessary for the church's business records retention, and alert the Lead Pastor and Business Manager of unique items received.
- 6) *Tenant use and relations.* Serve as the staff lead for interaction with 3rd party tenant users of space in the church facility. This includes duty for opportunity recognition for facility use, solicitation and beneficial increase in tenant use in accordance with an annual budget and seeking complimentary uses of facility space that are aligned with the church's mission and community support. Responsibility includes price setting (in collaboration with Business Manager), provision of support services, negotiation authority, documentation, and overall relationship management with paying tenants. Maintain an updated and standard facility use agreement for the church, and document all tenant specific agreements co-signed in advance and archived in the church's official business records. Provide a quarterly and annual report on tenant facility use and church income.
- 7) *Hospitality stations.* Oversee and tend to the church's public coffee bars and staff kitchen on a daily basis (excluding Sunday hospitality use). Ensure cleanliness and adequacy of expected supplies and that dishes are regularly washed and re-stocked. Dispose of aged items, and ensure related equipment is well-maintained and effective. Order consumable supplies in collaboration with church Hospitality leader.
- 8) *Office and Custodial supplies.* Regularly inspect and maintain adequate office supplies and for printing and communication materials. Create a committed process for tracking custodial supply stocks to identify timely ordering needs in collaboration with the church's primary facility vendor(s). Work collaboratively with Preschool and other tenant users of the building and office space for smart supplies procurement.

This position requires 32-35 working hours per week, inclusive of Monday-Friday, and reports to the Business Manager. Intermittent remote work and support is possible on an exception basis when pre-scheduled, with an expectation of remote support at 50% time credit for hours of remote office coverage, given the prevalence and need for in-person presence for most office/facility support requirements. Also, this role supervises a junior custodian role that provides for space and room set ups and minor cleaning and organization of meeting rooms and common spaces.

Goals of the Role. The key objectives that are applicable to this role on staff include:

- *Knowledge and Communications.* Be an epicenter of knowledge for all activities and events held at the church, evidencing all in a thorough manner on the church's shared facility calendar, and communicating about events in a timely and thoughtful manner with inquirers and other leaders and stakeholders at the church.
- *Facility space/use planning.* Establish a strong and collaborative space and calendar planning discipline with staff and tenants, and guaranty that space/event plans are well communicated to users/participants and all relevant stakeholders. Ensure that room set-up requirements are met and reflected in the shared facility calendar for all to see and that accountability for set-ups and ancillary support service is assigned and met by staff members and/or volunteers.
- *Front desk coverage.* Document a job description and a training/reference resource for recruiting and setting expectations for volunteers and periodic other staff members for designated time shifts at the church office. Successfully recruit and train at least 3 volunteers for office duty.
- *Tenant and event use log and budget.* Develop and maintain a comprehensive record of key information related to usage of church facility space by tenants and church groups, including purpose(s), key contacts, participant count estimates, timeframes, and rents paid. Contribute aspirational budget goals for the year and provide a summary report to the Lead Pastor, Business Manager, and NLC Council on facility use.
- *Community vitality.* Identify, market to, and successfully host two (2) or more "new tenant" uses of the facility that bring in a large number of community participants from outside our congregation to our facility for a favorable and welcoming experience.

And shared goals (applicable to all church staff members) include:

- *Dependability:* Be reliable and professional in your role, providing high quality work on time in your contributions and assigned duties. Be adaptable when demands change and needs arise.
- *Support of Coworkers:* Do your part of teamwork, be a good communicator, follow expected staff processes and protocols, and seek to assist and serve your coworkers by being accessible, collaborative, and responsive in addressing the needs of others.
- *Care for the congregation:* Be an observant, courteous, and good steward for our congregation. Be proactive in identifying needs and opportunities to improve our practices and environment. Inspire a spirit of creativity, contemplation, and joy within the congregation's worship.
- Share the mission and vision of Normandale Lutheran Church, building community and engaging with visitors and inquirers who are potential new members.

Hiring Process. We will solicit candidates for this role in March 2026 with the intention of an expeditious selection process and hiring decision, enabling placement and start in this position early in Q2 2026.

- **Applications.** Candidates may submit their formal interest and application for the role to Brent Malcom, Business Manager, at the church's primary address or via email at bmalcom@normluth.org or by phone at 952.977.9352.

- **Minimum requirements.** We expect to screen candidates based upon:
 - Core Skills/Competencies: Strong interpersonal and communication skills. An outgoing, welcoming and service-oriented disposition. Good organization planning and daily worklist disciplines, and adept at writing and all basic office software programs. Attention and focus on detail in all business and property needs.
 - Experiences/Training: Applicable work experience in an office staff environment that involves customer support or public relations either in a support or leader role.
 - Business/Finance Knowledge: Baseline familiarity with non-profit business operations, including charitable donations, typical business expenses, commercial rents, and related taxation requirements.

- **Preferred competencies.** We expect to make our hire decision among finalists based upon:
 - Successful past experience in an office leader role, with a proven history of service, support, and good relationship development with coworkers and in community relations.
 - Experiences/Training: Years of work experience in an office staff environment that involves customer support or public relations, preferably in a past leader role.
 - Education/Degrees/Licenses: Associate degree related to business administration or a Bachelor's degree with meaningful coursework related to business and/or communications.
 - Credible and relevant professional references.

For initial questions, you may reach Normandale Lutheran's Business Manager, Brent Malcom, at 952.977.9352 or via email to bmalcom@normluth.org.