

WELCOME

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ADMINISTRATION

“THE WORD” CHURCH

Dr. R.A. Vernon, Founder & Senior Pastor

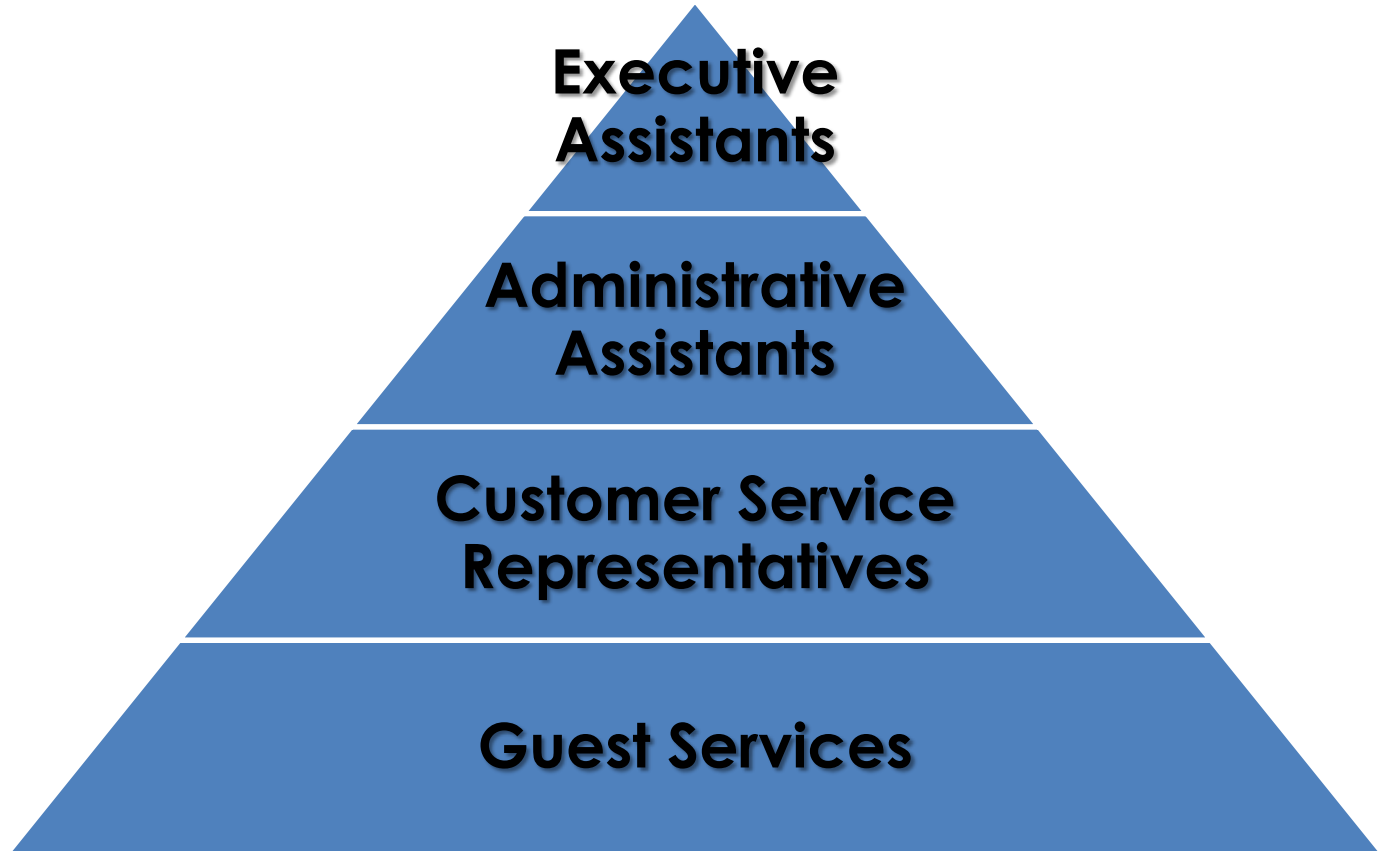
Church Administration Defined

- The process of running, managing, teaching and directing the business/ministry practices of the church from an organizational prospective. It also involves interacting and synergizing with other departments within the church to ensure continuity and consistency

Levels of Administration

- ❑ **Macro** – This is the overarching level of administration, the entire scope. For us this encompasses guest service in general, policies, procedures and processes
- ❑ **Micro** – This is the detail level of administration. This level includes events, day-to-day operations such as scheduling, customer service, and ensuring that the weekend and Wednesday services go without a hitch

Administration Hierarchy



Importance of the 4 C's

- ❑ **Character** – individuality, personality, moral and ethical qualities, principles
- ❑ **Competence** – proficiency, aptitude, skills,
- ❑ **Chemistry** – interaction or rapport within the organization
- ❑ **Culture** – personality/work ethic of the ministry

Importance of Confidentiality

Confidentiality
is keeping client and business
information private.

- As an administrator you are entrusted to treat all information you come across as confidential.
- It is an administrator's responsibility to protect your superior, staff and member information.
- It is an administrator's responsibility to keep confidential any information concerning the business.
- What you see and hear in the work place stays at work. No information can be told to anyone outside the work place ie. Friends, family, etc.

Confidentiality

Essential Qualities & Aptitude of the Administrator

- Must be able to flow with your superior
- Must have excellent phone etiquette
- Must be knowledgeable of all Microsoft Office Products: WORD, Excel, PowerPoint, Outlook, etc.
- Must have excellent verbal and written communication skills ie. Letter writing, e-mails
- Must be an excellent listener and have the ability to effectively execute any directive/assignment given by your superior
- Continuing Education/Training is essential to growth and career development

Responsibilities

- ❑ Must be knowledgeable of the Pastor's Vision and Heart and Have his spirit (Not necessarily his personality)
- ❑ Be involved
- ❑ Creating/Drafting/Proofing/Editing...
EVERYTHING
- ❑ Marketing and Advertising
- ❑ Conflict Resolution
- ❑ Hiring & Recruiting
- ❑ Identifying & Assessing Needs
- ❑ Event Planning & Coordination
- ❑ Customer Service
- ❑ Project Management
- ❑ Staying abreast of trends and new ways of being effective and efficient
- ❑ Public Relations

Core Qualities for an Administrator

- ❑ Must be sociable, personable and be committed to maintaining interpersonal relationships and a team attitude
- ❑ Must be committed to maintaining the confidentiality of the organization
- ❑ Must have excellent verbal and written communication skills
- ❑ Must be able to conceptualize his/her administrative and managerial work as ministry and verbalize the function of the job as ministry
- ❑ Be able to resolve issues, come up with viable solutions to problems
- ❑ Must have knowledge of basic (and not-so-basic) computer applications
- ❑ Must be detail-oriented and follow-through on any given assignment

Important Tools of an Administrator

- ✓ **5 Subject Notebook**
- ✓ **Weekly/Monthly Planner**
- ✓ **Your Superior's Calendar**



**Your Pastor & First Lady
Vs.
Your Employer**



Balance & Boundaries



**You must be
PROACTIVE & PREPARED!!!**



**You Must be a
THINKER!!!**



**You Must be a
LISTENER!!!**



**As much as possible, avoid
being EMOTIONAL**

- ✓ **Be A Kickass Assistant by Heather Beckel**
- ✓ **Church Administration Handbook by Bruce P. Powers**
- ✓ **Cracking Your Church's Culture Code by Dr. Samuel Chand**



THANK YOU

by:

Shironda L. Hancock, MBA

Executive Assistant to Chief of Staff

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