

STUDENT HANDOUT
CHURCH ADMINISTRATION

Lecture 8

Chapter 8: Administering the Office

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What You Should Learn From This Lecture

- Understand the role of the church office in ministry
 - Identify key functions of the church office
 - Recognize effective vs ineffective office systems
 - Understand office staffing roles
 - Learn principles of communication and correspondence
 - Understand document management systems
 - Recognize the importance of technology in the church office
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Lecture Roadmap

1. The church office as ministry hub
 2. Functions of the church office
 3. Ineffective office models
 4. Building an effective office
 5. Office staffing roles
 6. Office procedures and desk manuals
 7. Communication and correspondence
 8. Document management
 9. Technology and systems
 10. Office environment and decorum
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I. The Church Office as the Hub of Ministry

The church office serves as the center of ministry operations during the week.

Luke 1:1–4

...to write unto thee in order...

Notes:

II. Functions of the Church Office

- Organization
- Communication
- Planning
- Counseling
- Fellowship

Notes:

III. Ineffective Offices

- Catchall (disorganized)
- Catch-up (always behind)
- Catch-me-if-you-can (chaotic)
- Catch-as-catch-can (social, unproductive)

Notes:

IV. Building an Effective Office

- Adequate staffing
- Clear procedures
- Desk manuals

- Proper equipment

Notes:

V. Office Staffing Roles

- Office Administrator
- Receptionist
- Secretary / Ministry Assistant
- Financial Secretary
- Records Secretary

Notes:

VI. Office Procedures and Desk Manuals

- Standardized expectations
- Daily work planning
- Training tools

Notes:

VII. Biblical Foundation for Communication

Exodus 34:27

Write thou these words...

Revelation 1:19

Write the things which thou hast seen...

Notes:

VIII. Principles of Good Correspondence

- Clear
- Concise
- Complete
- Correct
- Courteous

Notes:

IX. Document Management

- Filing systems
- Retention policies
- Disposal procedures

Notes:

X. Communication Systems

- Mail
- Telephone
- Electronic communication

Notes:

XI. Computer Management Systems

- Software
- Hardware
- Networking

Notes:

XII. Office Environment

- Professional
- Organized
- Welcoming

Notes:

Exam Anchors

- The church office is the hub of ministry
 - Offices handle communication, planning, and care
 - Organization determines effectiveness
 - Staffing roles are essential
 - Desk manuals provide clarity
 - Writing is biblical
 - Communication must be clear and correct
 - Document systems are necessary
 - Technology must be managed properly
 - Office environment reflects the church
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Assignment

Read Chapter 8 — *Administering the Office*