

## LSEM Office Administrator Job Description

**Job Title:** Office Administrator

**Reports To:** President/CEO

**FLSA Status:** Exempt

**Location:** Ann Arbor, MI – Hybrid

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### Organization Overview:

Lutheran Special Education Ministries (LSEM) is a Christian nonprofit organization that provides specialized education services to students with learning needs in Christian schools across the country. Guided by our mission to be a ministry that partners with Christian schools and churches to advance the success of children who have various learning abilities. We partner with schools, teachers, and families to help students reach their God-given potential.

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### Position Summary

The Office Administrator supports the daily operations of LSEM's National Office and assists with donor engagement activities that strengthen relationships with supporters. This position manages administrative functions, human resources processes, office systems, and donor communications, ensuring efficiency, accuracy, and alignment with the organization's Christian mission. The role requires strong organizational skills, attention to detail, internal communication skills, and the ability to manage multiple priorities in a hybrid work environment.

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### Work Arrangement

This is a **hybrid position** with approximately **60% of work performed in-person** at the Ann Arbor, MI office and **40% performed remotely** (percentages could change throughout the year based on timing of required tasks).

- **Examples of in-person duties:** processing mail and deposits, managing supplies and office systems, preparing HR and donor materials, and supporting events.
  - **Examples of remote duties:** digital communication, database management, social media scheduling, and grant support.
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### Key Responsibilities

#### Administrative and Office Management (40%)

- Support the President/CEO and other departments with administrative projects.
- Assist with the day-to-day operations of the National Office.
- Manage office equipment and vendor contracts (postage meter, copier, phone, internet).
- Maintain organizational accounts, licenses, and renewals (e.g., SAM.gov).
- Manage general LSEM email and phone systems; ensure timely responses and routing.
- Order office and paper supplies; maintain inventory and organization.
- Assign account numbers to VISA charges and assist with monthly reconciliation.

### **Human Resources Support (25%)**

- Prepare contracts, Call documents, and onboarding materials for new hires.
- Conduct background checks and coordinate with Koine Advisor Group for benefits.
- Assist with employee benefits administration, including health, disability, and retirement plans.
- Maintain personnel files and ensure HR records are accurate and up to date.
- Prepare and distribute the annual HR newsletter and coordinate required forms.
- Recognize staff birthdays and service anniversaries; maintain office calendar.

### **Development Support (25%)**

- Support donor stewardship through timely acknowledgments, thank-you letters, and prayer cards.
- Manage donor data in Raiser's Edge; update records, enter gifts, and reconcile with Finance Director.
- Assist with digital communication, including social media scheduling, email campaigns, and website updates.
- Coordinate printed and digital mailings such as newsletters, appeals, and annual reports.
- Support the creation of ministry stories and content for online and print communication.
- Support grant-related activities including research, recordkeeping, and reporting.

### **Events Support (10%)**

- Assist with planning and execution of events such as the Golf Outing, Christmas Tea, etc.
- Coordinate logistics, registration, and follow-up communications.
- Manage promotional materials and coordinate with vendors and volunteers.

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### **Qualifications**

- Associate or Bachelor's degree in Business Administration, Communications, Human Relations, or a related field preferred.
- 3+ years of experience in office management, nonprofit administration, or donor relations.
- Strong organizational, multitasking, and communication skills.
- Proficiency with Microsoft Office Suite and database systems (Raiser's Edge preferred).
- Experience managing social media platforms and basic website content.
- Ability to handle confidential information with integrity and professionalism.
- Demonstrated commitment to Christian values and the mission of LSEM.

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### **Personal Attributes**

- A practicing Christian who models integrity and a servant-leadership mindset.
  - Dependable, detail-oriented, and proactive in problem solving.
  - Comfortable balancing independent work with team collaboration.
  - Warm, compassionate, and donor-focused in communication.
  - Experience and/or understanding of the Lutheran Church - Missouri Synod preferred.
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