

GENERAL OUTLINE FOR CHURCH SECRETARIES

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MANUAL FOR CHURCH SECRETARIES

INTRODUCTION

This manual was prepared to meet a very special need

There are a number of very good secretarial handbooks on the market, and although the church secretary may find these handbooks useful, there is a noticeable lack of information or helps specifically designed for such a church-staff assignment.

The responsibilities of a church secretary are highly specialized. The material in this manual was especially prepared to provide information that is lacking in other manuals and hand- books for secretaries.

An effort has been made not to duplicate material found elsewhere. In some cases such material was rewritten to fit into an appropriate church format.

In some places references are made to information in various other publications. This was done to avoid making this manual too bulky, and to help keep costs down by not having to pay for the use of materials that have already been copyrighted.

The manual has been printed only on one side of each page. This was done to allow you to make notes or additions of your own that relate to the information in various chapters.

If, after using this manual for a period of time, you find there are other things that would be of help to secretaries, and should be added to the manual, the staff of *Church Enrichment Ministries* would

appreciate your taking time to inform us of any *additional areas of information* you may feel would provide even a greater service to churches as well as other not for profit evangelical ministries..

THE MINISTRY OF THE CHURCH SECRETARY

There are vast differences between the position of a church secretary and that of a secretary in secular work.

While the office skills required by both the "**CHURCH SECRETARY**" and the secular secretary are, for the most part, essentially the same, the special nature of the "church office" suggests that the position of "**CHURCH SECRETARY**" is far more than *just another job*.

One of the major differences between the two positions is that the "**CHURCH SECRETARY**" may, out of necessity, need to assume more than one secretarial responsibility, and also may often have to work without a written job description.

Unclear policies in certain areas, as well as the lack of clearly defined lines of authority, may contribute to problems that already exist.

For these reasons, and others it would seem proper to think of the "**CHURCH SECRETARY'S**" role more as a "*calling*" or a "*ministry*", rather than just another job or position.

For example, the *Receptionist and/or the Executive Secretary* in the church have responsibilities unparalleled in the secular secretary's position. The church secretary has entrance by phone into homes and access to people and information of the most intimate and personal nature.

Making appointments, typing the pastor's letters, opening mail, and typing minutes of meetings, may give her access to information that could, if not handled properly, have a devastating effect on all persons involved. It is, therefore, of utmost importance that the secretary feel the burden of the ministry with the pastor, guarding against becoming involved in anything that would hinder the free flow of information and

data that is so much a part of the church office life, while at the same time not violating rules of confidentiality.

THE "CHURCH SECRETARY" IS AN ***IMPORTANT PART OF THE MINISTRY*** OF THE CHURCH.

SHE/HE IS:

- 1. IMPORTANT TO THE CHURCH BODY*
- 2. IMPORTANT TO THE PASTOR*
- 3. IMPORTANT TO THE BOARD*
- 4. IMPORTANT TO THE CHRISTIAN EDUCATION DEPARTMENT*
- 5. IMPORTANT TO ALL OTHER AREAS AND DEPARTMENTS*
- 6. AND LAST BUT NOT LEAST, IMPORTANT TO GOD!!*

WEARING MORE THAN ONE HAT

Being a church secretary can be one of the most exciting things that you have ever done. **OR** It can be one of the most exhausting! Your ministry in the church office will be, basically, what you make it to be. In most cases, and sometimes with reason, there may be a total lack of job descriptions, less than new equipment, and all too often, poor allocation of office space.

You are sometimes told what to expect, but in a *small church office*, you are given the entire responsibility for all office procedures (including everything from creating it to carrying it out). This is what is meant by "wearing more than one hat." From receptionist, to financial secretary, to publicity, administrative, and executive secretarial positions, most of the time it is hard to recognize where one role stops and another begins. The responsibilities have a tendency to grow without even being recognized, until you wake up one morning frustrated with all that there is to do and the lack of time to do it in. If this is what has been happening to you don't quit! there is still hope, just fall back regroup and pray for patience.

Remember, your Pastor has the same problem. He too wears a half-dozen or more hats. Rather than complain, and add to his burden, see if you can create a description of all the jobs that you do as well as the jobs that are not be done due to time constraints.

Then, either enlist some volunteer help, or, if the finances are available and the pastor and or board would be receptive, an additional part-time staff member may be added.

Don't despair there are answers! The best place to begin is with organization and prayer. The Lord is interested in the administration of His church, and is also concerned about you as a person. Give the Lord, and your Pastor, the opportunity and time to work out the details

and come up with a solution to what, at times, seems to be a very difficult situation!

WHY A WRITTEN POLICY

There are two major justifications for forming a written policy. *First*, a written policy serves as a guide to decision-making regarding requests. A well-thought-out statement of policy avoids confusion, contradictions, and possible conflicts with state and federal laws regarding organizational practices. *Secondly*, a written policy can serve as an excellent moral builder and a balance when dealing with interpersonal relations. They may also serve as a tool by creating a feeling of fairness among employees.

Hurt feelings can often be avoided when a uniform policy is available as a guide to decisions regarding employee requests, decisions, etc.

In addition to being a guide to decision making, a statement of policy can serve as an aid to meeting the plans and goals of the organization.

The formation of a written policy is, primarily, the responsibility of the Pastor and the church board. It is wise, however, to include one or more of the supervisory staff and to form what may be known as a policy committee. The function of this committee would not only be to formulate the original statement of policy, but also to conduct a periodic review and revision of the statements of policy.

The policy committee should consider the following basic sources for suggestions in policy forming:

In order to prevent confusion, and at the same time create an easy-to-use policy statement, the writing should follow the simple rules of good journalism; specifically clarity, brevity, and coherence. Clarity is achieved by:

1. avoiding complex terms.
2. using active verbs rather than passive.

3. dropping unnecessary words.

Brevity, simply stated, is saying what needs to be said in as few words as possible. Long complex sentences are usually more difficult to understand, and tend to mar coherence.

The whole manuscript should follow a predetermined logically-sequential outline, with the most important items appearing at the beginning.

MAKING THE "BEST" BETTER

LOOK AHEAD

The good secretary never leaves her job to chance! She always has some idea how the day is going, and is able to work at making the day a better one. A good secretary causes things to happen.

1. Plan your goals and objectives.
 - A. You must grow with your job!
 - B. You must plan how to grow.
 - C. You must continue educating yourself.
2. Work Organization
 - A. Daily planning conserves time, effort, and in the long run, saves money.
 - B. When possible, do your most difficult tasks first.
3. Develop a simple form for planning your daily work. It should include the following:
 - A. Jobs to be done
 - B. Details
 - C. Appointment times allotted
4. Here are some helpful hints:
 - A. Plan priority items early in the day.

- B. Organize all jobs to combine effort and time, such as delivering all mail and other materials at the same time.
5. Prepare a procedures handbook to help each worker in becoming more efficient in office routine. It should include the following:
- A. General office routine.
 - B. Mail handling (i.e., postage rates, zip code, etc.)
 - C. Filing procedures (filing system)
 - D. Telephone responsibilities (this is important)
 - E. The handling of visitors
 - F. The controlling of supplies
 - G. The managing of personal affairs
 - H. A system for keeping track of money
 - I. Keep a master calendar to track all of the following:
 - 1) The Pastor's schedule
 - 2) Special events
 - 3) Member information
 - 4) Visitors
 - 5) Correspondence (including dates for reply)

BE PRACTICAL

1. Do not set impossible goals.
2. "Be prepared" is the best motto.
3. Find your specialty and develop it.

PERSEVERE

1. Don't confuse perseverance with being a nag.
2. Be sure you know what your job is.
3. Be sure to encourage periodic evaluations. (for more information on this see the Pastor/Administrators Supplement to the Secretary's Handbook.)
4. Be a self-starter ("and your boss won't have to be a crank").
5. Remember - your work represents you, the church, and the kingdom.

SET PRIORITIES

1. Arrange your work load in order of importance.
 - A. If you have a job that directly flows into someone else's job (e.g. opening the mail), get that job done first.
 - B. Take dictation at "slow" times.

2. *Do not confuse activity with accomplishment.*

BE PERCEPTIVE

1. Always be aware of things going on around you.
2. Be receptive to new ideas.
 - A. You can lead the way toward new concepts in positive thinking.
 - B. If you have a problem, discuss your specific objections with your immediate supervisor.
3. Make friends with other secretaries; discuss common problems and solutions.
4. Don't act as a liaison for people and their problems.

BE PERSONABLE

1. Your physical appearance is important.
 - A. Get a *full-length* mirror for your office.
 - B. Keep your hair clean.
 - C. Keep your shoes clean.
2. Conduct yourself with decorum.
 - A. Develop a sense of humor. Know when, and when not, to use it.
 - B. *Don't cry* when corrected.
 - C. Don't make excuses for your mistakes. Humbly say, "I made a mistake. I am sorry , and I'll do whatever I can to correct it."

TAKE PRIDE

1. Take pride in your job.
2. Take pride in your boss's accomplishments.
3. Never speak ill of your boss!
4. Never divulge any information about your boss!
5. Don't play the "office politics pool"; make sure those giving advice or directions have the authority to do so.

PRAY

1. *Pray* about your job responsibilities.
2. *Pray* for your boss daily.

POLISH

1. Polish your skills and your personality.
2. Every job is a self-portrait of the person who did it.. Autograph your work with excellence.

THE PLACE OF JOB DESCRIPTIONS

INTRODUCTION

Why write a job description? Some might ask, "*of what value is it* "?

Experience teaches us that not only are job descriptions worth the time and effort, but they also serve as an investment in the future. Accurate, realistic job descriptions are absolutely essential to the smooth operation of any organization; whether secular or religious, volunteer or employed, full or part-time.

WHAT WILL A JOB DESCRIPTION DO?

1. A job description is the cornerstone for job definition and scope.
2. A well thought out, carefully prepared job description will:
 - A. Spell out duties, responsibilities and limits of authority in a particular position.
 - B. Clarify relationships between jobs, thus avoiding overlaps and gaps.
 - C. Provide the first step in actual job appraisal.
 - D. Help identify future training needs.
 - E. Aid in introducing new people to their jobs.
 - F. Assist others in the organization to understand the tasks performed by others, as well as their own.
 - G. Serve as a basis for establishing performance standards as they relate to organizational goals.

H. Prove useful in identifying future management development needs.

I. Serve as a basis for manpower planning, such as recruiting others for similar positions.

J. Be a valuable source of information when revision in organizational structure is undertaken.

K. Serve as a basis for compensation comparison, or some other type of salary rating, within an organization.

L. Serve as a contact and an agreement between an employee and his supervisor as to what each of their respective jobs encompass, and what the boundaries of their positions are.

ABUSES TO BE AVOIDED

1. After the first job description is written, sufficient time should be allowed for it to become an effective management tool. It may require revision after a few months, but work with it slowly and carefully.

2. Keep the job description up-to-date. As the position changes (or the individual develops) the job description will change. Updating is vital review it every six months.

3. Avoid secrecy. In order to have effective teamwork, it is essential that the group work together knowledgeably.

4. Design the job description to solve specific problems and reach certain objectives. Too trite, or too narrow a description, is really meaningless.

5. Don't interpret too rigidly! The job changes somewhat with the individual. A good job description should fit the man to the position and allow for a margin of performance judgment.

JOB DESCRIPTIONS SET THE STAGE FOR MANAGEMENT CONTROL WORK

1. Control is the missing element in most management work, especially Christian organizations. It requires time, skills, and tools that are seldom readily available to leaders.

2. You will find that the following information is a tool for use in management control work. Used properly it is of immense value. Used carelessly it results in great harm to all concerned. So follow directions carefully!

WRITING THE JOB DESCRIPTION

1. Since the job description is one of the best accepted methods for establishing functions and responsibilities, attention needs to be given now to:

A. How information is obtained.

B. What guidelines can be used in the preparation of the job description.

C. Who should write the job description.

2. A good job description will contain a brief job summary, as well as an understandable listing of job duties, and sufficient detail to define the activities properly.

3. It will define responsibility and accountability within the organizational structure. In addition, the scope of decision-making authority should be indicated.

4. The total "know-how" required to perform the task should be clearly set forth, as well as projected plans for training and development of the individual skills.

5. If there is no previous job description:

A. The person working in that position should prepare a detailed report of his duties and responsibilities at the present.

B. A description should be combined herein and added to what is being done now.

C. A discussion should be held with the workers to find out what areas they are comfortable with (this can help in writing the description in a way that will complement their strengths).

THE SECRETARY AND THE GROWING STAFF

Starting out as a secretary, and assigned with all the responsibilities of the church office, from receptionist to executive secretary, may have its problems, as both pastoral and office staffs begin to grow.

With this in mind, I will endeavor to outline the major areas of problems, and then deal with them one at a time. Some of them are as follows:

A LACK OF PROPER FACILITIES

The **average evangelical church** usually has two main problems with facilities:

1. NOT ENOUGH OFFICE SPACE

2. NOT ENOUGH STORAGE SPACE

These, and other reasons, are why, in all too many cases, there is so much difficulty when trying to enlarge one or more of the pastoral, support, or secretarial staffs. All too often, trying to find room where one can be most productive, becomes almost an impossibility. *Sometimes even the church board doesn't recognize the need, and consequently, the burden of operating an office with less-than-adequate facilities **becomes the responsibility of the pastor***

In my opinion, it is most ironic that in so many cases, ***we spend 90% of our money where we spend 10% of our time (in the sanctuary), and spend only 10% where we spend 90% of our time (in the offices)***. Because of this some churches have great difficulty in growing, and the staffs, both pastoral and secretarial, experience their own areas of hardship.

A NEED FOR ADDITIONAL EQUIPMENT

It seems that most churches do not have a budget, and those that do seem to be reluctant to include moneys for office space or equipment. Having adequate office machinery and equipment is a must in today's highly technical society. We must not continually be behind in our efforts to produce adequate records, a high quality of correspondence, good stationery and bulletins.

It may be necessary at first to share resources with other departments, but it will be to the benefit of all to have enough equipment to efficiently operate a first class office.

DIVISION OF RESPONSIBILITIES

As the pastoral staff is increased, or the scope of responsibilities increase, it will be necessary to delegate areas of responsibility to others. This will, of course, require some kind of job description for each person working, and also for the person that had been doing the work. Quite often this becomes a problem, unless there is real cooperation between the people already working there and the new people coming in. Jealousy and ego can really cause a lot of interpersonal difficulties unless this is treated as a *ministry* and we have committed ourselves and our position to the Lord. One answer to this kind of difficult situation is to have the person, or persons, already employed make a list of the things for which they are already responsible, divide up the assignments, and add to each, the other areas they are to assume. This can be derived from another job description, or from the people that are responsible for creating that position, as the need arises.

CHAIN OF COMMAND

When you are the only one serving as secretary, or have only one boss, it is quite easy to know to whom you are to report. Unfortunately that can change very quickly. It will be extremely important that you know, when any change is made, who your immediate supervisor is to be. It will be imperative for you, and the pastoral staff, ***to know who is to assign your responsibilities, and who is working for whom.***

AREAS OF INCREASED OR DECREASED RESPONSIBILITIES

This will really have to be done with your job description. Sometimes, however, responsibility seems to escalate without anyone recognizing that it is happening. Having a staff meeting for the office staff, as soon as possible after hiring staff in either area, will help greatly in facilitating the overall operation, and should serve to lessen the impact of the change.

POLICIES TO BE REVISED OR CREATED

When one is working alone, or with a very small staff, there are habits that are formed which may not work too well with a larger group of people, for various reasons. Changing existing policies, or having to begin with nothing, may not be easy in any sense, but try as best you can to cooperate, and remember -- this is a ministry and requires sacrifice from everyone.

VACATIONS

Do you remember when you could set your vacation time without being concerned about when someone else was to be gone? ***Isn't it exciting that you can't do that any more?*** Everyone has to be considered, and although having seniority may help, *it can never be "like it used to be"*. but let's face it, with a growing staff, things will change, nothing will be the same.

DAYS OFF

The same thing that applies to vacations applies also to days off. These things must now be decided in a different manner than in the past. Keep an open mind. ***This is a ministry.***

SICK LEAVE, HOSPITALIZATION AND INSURANCE

There should be an understanding (especially if you are a full-time employee) regarding your position as it relates to sick leave, hospitalization, insurance, and Worker's Compensation. This can be a problem area if one has coverage and others do not. Now is the time to look into group coverage, and to create some policies that would deal with this matter.

OFFICE HOURS FOR SECRETARIAL STAFF

Not having to be committed to a specific time to come to work and leave may present a problem when a time card is given to you, along with others. It could be a very traumatic experience if you have never had to do it before. Remember, however, that when you are dealing with a group of people, supervision becomes much more difficult. Let this become another area of submission, and you will be even more appreciated than before.

A SECRETARIES OFFICE HANDBOOK SHOULD COVER THESE AND
OTHER AREAS OF IMPORTANCE

There is a section covering these areas in this manual. (It may be of help, should you need something to serve as a guide, *see the section dealing with the HANDBOOK*)

EMPLOYEES' HANDBOOK

This Handbook is prepared to share the provisions and benefits which you will receive as a member of the church staff. Changes will be made and the Handbook will be updated from time to time.

HOURS (EXAMPLE)

The basic work hours for full-time employees are 8:30 a.m. until 5:00 P.M., allowing one-half hour for lunch, Monday through Friday. Lunch hours may be used for personal time; however, if lunch is eaten, it should be eaten during this one-half hour period and not at a later time in the church office. Lunch hours are to be prearranged with the Office Manager.

CHURCH ATTENDANCE

It is assumed that all employees and members of the staff are "born again" Christians. Therefore, it is expected that regular church attendance will be a part of your schedule. Regular church attendance is herein interpreted as attending all regularly scheduled church services. In the event of specially scheduled services (i.e. evangelistic, or revival meetings) your attendance is expected on as many nights as you can possibly attend.

COFFEE BREAKS

Coffee breaks are permitted for 15 minutes, both in the morning and in the afternoon. Since the coffee break belongs to the church, and is provided to give employees a "lift," and to increase efficiency, it follows that this time will be used for its intended purpose. It cannot be accumulated for personal time off, or to make up time.

PAY DAY & SALARY (EXAMPLE)

All employees are paid weekly on Tuesday, following the week ending on Friday. Salaries are reviewed at least once annually by the church council. Any discussion with regard to salary is to be with the Minister of Finance or Senior Pastor, and must receive final approval by the church board or council.

INSURANCE

All full-time employees (30 hours per week minimum), who qualify, are entitled to hospitalization insurance. If you or your spouse have group or family coverage, this disqualifies you under the church plan.

HOLIDAYS AND VACATIONS

Full-time employees are given the following days off for holidays:

1. New Year's Day
2. Washington's Birthday
3. Easter Monday
4. Fourth of July
5. Labor Day
6. Thanksgiving
7. Christmas

Additional days off before and after holidays, if any, will be decided upon the merits of the individual.

Full-time employees shall be granted one week vacation with pay after one year of service, and two weeks vacation will be granted on a seniority basis. Vacation requests should be submitted early in the year.

SICK LEAVE

The following policy shall apply regarding sick leave:

1. Full-time employees
 - a. The first six (6) days per year sick leave will be

granted with full pay.

b. Next six (6) days per year sick leave granted will be with 50% pay. Illness beyond 12 days per calendar year will be without pay.

2. Absences for reasons other than sickness may not be charged against sick leave.

3. Each absence from work must be reported to Office Manager prior to absence, giving explanation.

4. Sick leave is non-cumulative from one year to the next.

TIME OFF FOR PERSONAL REASONS WITH PAY

1. Payment of regular salary for three (3) days will be granted for death in the immediate family of the employee.

2. Time off with pay for personal reasons for salaried employees will be on a one (1) day for every three months basis, up to the maximum of four (4) days per year.

TIME OFF WITHOUT PAY

Any staff person in need of time off beyond the above allocated compensation must get prior approval from the board in order to secure the time.

HANDLING CONFIDENTIAL INFORMATION

In most phases of church work, there is a lot of information that should be regarded as confidential. Keeping the activities of your office or department to yourself or within the immediate group is not only a mark of good taste and mature judgment, but a proof of loyalty to your Pastor and to your church.

Church business must never be discussed with "outsiders."

ATTITUDES

Since the attitude of the office staff has a great effect on those that work or meet with them, it is imperative that a proper attitude be maintained. Expressions of unhappiness in the performance of duties, or facetious (sarcastically funny) statements that would tend to embarrass others are not permitted.

STANDARDS OF CONDUCT AND DRESS

In keeping with our Christian testimony and the professional level expected in a church office, it is necessary that all employees observe the normal proprieties in dress and general appearance at all times. This includes such things as hair grooming, modest dress length, wearing of hose and dress shoes. (I Timothy 2:9).

All members of the staff (employees or otherwise) should live in conformity with the moral laws of God, as set forth in the Bible, and conduct themselves in such a way as to please and honor the Lord Jesus Christ.

In this connection, gossiping, backbiting, or in any way making unkind verbal criticism of members of the Pastoral staff, or other church constituents, is not pleasing to Christ and, consequently, will not be tolerated.

RESIGNATION

This church hopes that each employee will find the ministry of the church an opportunity to make a real contribution to the Lord's work and will stay a long time. However, if for some good reason an employee finds it necessary to resign, a notice of at least two weeks is expected.

Termination of employment initiated by the church will be done with reluctance, and only with good cause. If possible, a notice will be given to allow sufficient time for finding other employment.

BUSINESS TELEPHONES

The telephones are, except in emergencies, for church business only. No personal long distance toll calls may be made without permission. If this is done, the time and charges are to be obtained, and the church reimbursed for the call.

EVALUATION

Each employee will be periodically evaluated (see Appendix II of the Church Secretary's Manual for Pastors/Administrators, on Page 49 for more information).

NOTE

Any further questions regarding anything pertaining to the employee's handbook, job descriptions and/or anything else related to your church job, should be directed to the Office Manager.

INSTRUCTIONS AND INFORMATION FOR NOTARY PUBLIC
APPLICANTS FOR THE STATE OF _____

GENERAL INFORMATION

Every person appointed a Notary Public shall:

1. Be at the time of appointment a legal resident of the State of _____ (except a person appointed to act for a military reservation).
2. Be not less than 18 years of age.
3. Have satisfactorily completed the written examination prescribed by the Secretary of State.

ALL APPLICATIONS MUST BE ACCOMPANIED BY A FEE OF \$15.00, which includes an application fee of \$12.00 and a commission fee of \$3.00. In the event a commission is not issued, \$3.00 will be refunded. The fee should be in the form of a CHECK or MONEY ORDER made payable to the Secretary of State. DO NOT SEND CASH. Receipts will not be issued.

Notary Public appointments are for a period of four years, commencing the date specified in the commission.

The application must be TYPEWRITTEN, or PRINTED IN INK, and all questions answered completely. All statements contained in the application or attachments are subject to investigation, and the submitting of the application constitutes a waiver to any objection you may have to confidentiality of information required by this application. False statements will be deemed as adequate grounds for rejecting the application, or for the revocation of a subsequent appointment.

Disclosure of social security number is voluntary. The social security number is used to verify the identity of persons with similar names. (Authority: Government Code Section 8201.5)

An applicant whose appointment has not taken effect, because the oath of office and bond were not filed within the required 30 day qualification period, must submit a new application in order to obtain another commission. The application must be accompanied by another \$15.00 fee. The Notary Public examination is required for all applicants, including renewals and commissions that have been voided due to failure to file an oath and bond within the prescribed 30 day period. *ALL APPLICATIONS MUST BE ACCOMPANIED BY A CERTIFIED NOTARY PUBLIC EXAMINATION.*

Applicants holding effective commissions which will soon expire should present their applications for a new appointment 60 days before the existing commission expires. *THE NEW COMMISSION, IF GRANTED, WILL BE MAILED TO THE APPLICANT APPROXIMATELY 15 DAYS BEFORE THE EXISTING COMMISSION EXPIRES.*

FINGERPRINTING

ALL APPLICANTS MUST SUBMIT TWO SETS OF FINGERPRINTS. Two (2) fingerprint cards will have to be completed, answering all applicable questions. Fingerprints may be taken by any qualified person. Some of the agencies qualified to take fingerprints are: Offices of the California State Police, local police, sheriff's departments, and field offices of the Department of Motor Vehicles and Department of Real Estate. A fee is normally charged for this service and any charge is the responsibility of the applicant. You should call in advance for an appointment. Addresses and phone numbers of these agencies may be obtained by checking your local

phone directory. The two fingerprint cards, together with your completed application and fee, must be returned in the enclosed envelope. Do not fold the fingerprint cards. Blurred or smudged fingerprints will not be issued until confirmation has been received from the department of Justice that the fingerprints are on file. *UNDER NORMAL CIRCUMSTANCES, COMMISSIONS WILL BE MAILED APPROXIMATELY 30 DAYS AFTER A PROPERLY COMPLETED APPLICATION HAS BEEN RECEIVED BY THE SECRETARY OF STATE.*

APPLICATION INSTRUCTIONS

Your name, as it appears in item 3, **MUST** be your true first name, middle name, and surname. If you do not have a middle name, enter in the appropriate space "NMN". If your middle name consists of an initial only, indicate by the statement: "Initial Only". Your name as shown in item 3 will be used for identification purposes. You may have your appointment under initials and surname or with an abbreviated first name. In all cases, complete item 9 showing how you wish your name to appear on your commission. *YOU MAY NOT, IN ANY WAY, ALTER YOUR SURNAME. YOUR SIGNATURE MUST AGREE WITH THE NAME UNDER WHICH THE APPOINTMENT IS REQUESTED IN ITEM 9.*

Items 4 and 5 refer to the location where you normally perform notary work. Persons who are self-employed may claim their residence as their principal place of business. If your principal place of business has no street and number address, enter the nearest intersection or a street, highway or road name or number or a rural free delivery route and box number. *NOTARY PUBLIC COMMISSIONS WILL BE MAILED ONLY TO YOUR PRINCIPAL PLACE OF BUSINESS ADDRESS.* If the mailing address of your principal place of business is a post office box, please enter that information in item 18.

Mail the completed application and remittance to:

Secretary of State Notary Public Division
Address to appropriate Governmental Agency

In most states: Applications may be presented to the Secretary of State's Office in person.

PLANNING, SCHEDULING, AND FILING

PLANNING:

ARE YOU USING YOUR TIME EFFICIENTLY?!

Why not take a fresh look at what you are doing, as though you had never done it before. Begin with the routine, every-day responsibilities. Start tomorrow and list each job as you do it. You will find that using a daily planner will not only save you time, but will also give you the feeling of "having it all under control." And that is so necessary to your attitude toward your ministry.

You might make your own planner, or you may purchase one. It should include the following items:

1. Things to be done.
2. Details about the things to be done.
3. The time it takes to do them.
4. Efficiency is the key to good performance.

ANALYZE YOUR OFFICE TASKS:

This may be done by simply breaking down each task into a series of step-by-step operations. Routine jobs can become very involved as you begin to list the steps that move you toward accomplishment.

"I forgot" are not the words your boss likes to hear!

especially if they are repeated frequently! Whatever steps are required to avoid this problem should be initiated immediately!

Some suggestions for solving this particular problem are:

1. Make sure you **always write down** what you are told, and file it in a place that is easily accessible.
2. Diligently **keep a calendar** with *important dates* for reminders.
3. Learn to use *a tickler file* (if you do not have one in operation presently, start one!).
4. Each morning ***check the schedule of daily appointments*** to assure that your boss is informed of all activities for the day (keep him up to date throughout the day on anything that may affect his schedule, and *remember that he has a lot on his mind*, and it is very important that you think for him in some areas of planning).

YOU MUST PLAN YOUR:

Office work

Mail sorting

Filing

Appointments

Supplies

Other office duties

These need to be done in a manner that will most facilitate the needs of those for whom you work.

OFFICE LAYOUT

"ERGONOMICS" is a word with which some of you, I am sure, are totally unfamiliar. It has to do with factors of technology and how it applies to the office of the future. I understand that churches are not necessarily the first to enter into office design. In fact, some churches are just now seeing the real need for offices, and even for secretarial help. Table height, keyboard height and angle, eye relief, chair support, foot support, etc. All of these details can spell the difference between a fatigue-free, happy, productive secretary, and one who is stressed and unresponsive.

"FLEXIBILITY"

Modular composition of office work station components assures the ease of modification of work areas, as the need arises, and as individual need dictates. We must plan to ensure

IS YOUR OFFICE LAYOUT EFFICIENT?

Do you have your community equipment located in a central place? Or do you have to retrace your steps constantly because of the lack of proper planning and office organization? If this is the case in your office, you might want to sketch out some suggestions, and offer them to your immediate supervisor for his or her consideration. Remember, however, that these are only suggestions, not demands, and there may be some very good reasons why they cannot be implemented.

POSTAL REGULATIONS:

It is important that you understand the classes of mail and how to use bulk mailing for "Not-for-profit" organizations. This will be of great asset in planning for special meetings or other important occasions.

The rising cost of mailing information is having a great impact on the religious organizations that are engaged in doing a lot of correspondence. Pennies wasted on "over-paid postage" can result in the loss of many dollars by the end of the year. Try to become proficient in planning to send out information by the most inexpensive way possible, yet without time delay or embarrassment.

SCHEDULING:

BUSINESS TRIPS:

Although making plane, motel/hotel, and other travel arrangements can be a somewhat tedious job, it is, none-the-less, a necessary and important one. The greatest difficulties encountered are usually the results of procrastination (that proverbial time-thief). If you start your reservations early enough you can insure good accommodations for your boss.

ITINERARIES:

In scheduling an itinerary, the secretary must remember that the itinerary should contain the following information:

1. Times of arrivals and departures.
2. Airline names, flight numbers, and cities of arrival.
3. Gate numbers for arrivals and departures.
4. Places where the traveler might eat.
5. Names of persons who may be meeting the traveler.
6. Modes of transportation to and from the airport and/or rain or bus station.
7. Location, in the traveler's briefcase, of important files, notes, etc.
8. Names of hotels (with the reservations enclosed)

9. A chronological, day-by-day itinerary (be sure to check for different time zones).

10. Make duplicate copies of the complete itinerary and place the extra copy in the traveler's luggage.

Chapter 11 of "Webster's New World Secretary's Handbook" provides a good treatment of this function, and is very easily adapted for use by the pastor or evangelist. (Please see the bibliography)

MAKING A RESERVATION:

The following are some tips that should prove helpful in making hotel reservations.

1. Make reservation as early as possible.
2. Give the hotel the following information:
 - a) traveler's name, address, and phone number
 - b) type of accommodations desired
 - c) dates and times of arrivals and departures
 - d) method of payment
 - e) ask for a confirmation to be mailed
 - f) ask for check-out time
 - g) if the traveler changes plans, be sure to call and cancel the reservations

These will help with plane or train reservations:

1. Know the class of travel (i.e. First-class or coach)
2. Give the following information to the airlines office and/or train or bus company:
 - a) names, addresses, phone numbers, and credit card numbers (including the expiration dates) of all travelers
 - b) desired flight numbers
 - c) cities of departure and arrival

OVERSEAS TRAVEL:

MAKING APPOINTMENTS:

If you are responsible for setting up an appointment, and the Pastor is out of the office, find out as much as possible before setting it up. Most people will understand and accept this type of questioning because they realize they can't tie up valuable time, unless it is something important.

HANDLING VISITORS WITH AN APPOINTMENT:

Acknowledge their appointment and presence. A quick call on the phone or intercom will let the Pastor or Assistant know that the person has arrived. The Pastor or Assistant will then let you know when they may see him, or possibly how long they will have to wait, etc.

HANDLING VISITORS WHO HAVE TO WAIT:

If the Pastor has someone in conference, write a note and put it on the Pastor's desk. This way the person in conference doesn't get the idea that he has over-stayed. If the Pastor is out at the time, make sure you get an approximate time when he will return. Then you can apologize and explain the circumstance . Ask if he would mind waiting just a few minutes.

There are times when the Pastor will not have time to see everyone who wants to see him. A good secretary must be able to determine certain priorities in deciding who the pastor should see immediately, and to whom an appointment should be given for a later visit.

Some helpful hints that will make this task a little less difficult are:

1. Get the name of the caller and determine the purpose of the call.
2. If the caller must wait, try to make him comfortable.
3. Determine if *someone else* (the Assistant Pastor, etc.) can handle the situation.
4. Always be as *tactful as possible* with people the Pastor is not able to see.

CANCELING AN APPOINTMENT:

This is sometimes an unpleasant predicament. It demands all the tact and diplomacy you can muster. Apologize, and offer an explanation, since you are inconveniencing the party. Then

arrange for a substitute appointment, at his convenience.

HANDLING VISITORS WITH NO APPOINTMENT:

Greet him pleasantly, ask his name, then add, "May I tell the Pastor the reason for your visit?" If you think that the Pastor would be interested, ask the caller to be seated while you check with the Pastor to see if he can see him. If the visitor refuses to give you a reason, tell him, politely, that you are sorry, but office policy demands that you have this information before disturbing the Pastor. If he still refuses to answer, repeat your regrets and suggest that he write the Pastor a personal note or letter stating his business and make arrangements for an appointment.

HANDLING VISITORS WHO ARE RELATIVES OR FRIENDS:

This really puts a burden on the secretary at times. Some times the Pastor is in a special conference and should not be interrupted. The Pastor will usually talk to his wife and children, unless he is handling an emergency situation. (They are usually very understanding. After all, they have lived with him for years.)

FILING:

Filing is a matter of organization and planning. You choose, with the Pastor's approval of course, the system which will serve your needs (i.e. alphabetical, geographical, numerical, decimal, chronological). When your filing and reminder systems are efficiently organized you will need only a short period each day to keep them up to date. Details that are disorganized and neglected will consume many hours of hard work. Properly classify letters and other data before starting to file. Use cross-referencing when necessary. Use check-out cards when anything is removed from the files. It is just as important to know where material is when it is out of the file as it is to know where to file it.

FILING GUIDE:

The best way to streamline your filing habits is to put the system you are now using into writing. In the process you will see the danger areas in your files, and at the same time, you will be furnishing a guide for others (including your boss and your replacements during vacations and illnesses) who may be trying to guess where letters and other important materials are. Even if the only files you are concerned with are all in one cabinet near your desk, how many others can understand your system? You may have had the unpleasant experience of returning from an absence and finding your desk in a shambles, and piled high with papers, because your substitute didn't know how to use your files. Start your guide now, and be faced with less work later.

HOW TO COMPILE YOUR GUIDE:

The easiest way to compile the guide is in two parts:

- 1) **Section One** *explains the rules governing the various*

systems you use. This should include alphabetical filing, numerical, filing by date, procedure for removing material from the files, and procedure for replacing files.

2) **Section Two** is an alphabetical listing of all material your office keeps on file (cross-referenced where necessary). Each listing should be followed by an entry stating where the material is located and the name of the file. You then refer to section one to find the method of filing, and the procedure for taking material out.

STYLE OF GUIDE:

The guide should be written in clear, concise English and should employ simple sentence construction. You are not creating a masterpiece of fiction, so keep it simple and to the point.

PREPARATION FOR FILING:

(IF A FILING SYSTEM IS NOT AVAILABLE, PLEASE FILING SYSTEM PROVIDED BY CHURCH ENRICHMENT MINISTRIES. FILE-MATE OR SERMON MATE.)

It would probably be very helpful to include the following matters in your system of preparing material for filing:

- 1) Segregate papers belonging in different files (i.e. personal correspondence, business correspondence, documents, etc.).
- 2) Check through all papers that are stapled to see whether they should be filed together.
- 3) Remove all paper clips.
- 4) Mend any torn papers with scotch tape.

- 5) Note on the paper where it is to be filed [for a name file, underline the name in colored pencil; for a subject file, write the main heading and subheading in the upper right-hand corner (place the guide for the file number, if one is used, in the same corner)].
- 6) Circle an important word or words in colored pencil to facilitate location of a particular paper when it is needed.
- 7) Make necessary cross-reference sheets as each letter paper is handled.

An inexpensive, yet highly effective, **Church filing system** (such as **The Pastors File-Mate**) *available through Church Enrichment Ministries*, can be a real blessing to the Church Secretary. It is a time-saver to the experienced secretary, and a must for the less-experienced or, volunteer secretary.

TICKLER FILES

Be sure to have a tickler file for all of the following important things:

1) MEETINGS:

- A) Board meetings.
- B) Committee meetings.
- C) Conventions.

2) PAYMENT DATES:

- A) Insurance premium due dates.
- B) Interest on notes payable and maturity dates of notes.
- C) Enter notation about a week before due dates.
- D) Interest on notes receivable and maturity dates of notes.

3) RENEWAL DATES FOR:

- A) Automobile licenses.
- B) Credentials.
- C) Subscriptions to periodicals.

D) Renewal of Not-for-profit status (501 C 3)

4) TAX DATES:

A) Federal taxes (enter tax items on your calendar in advance of due dates to allow ample time for preparation.

B) State and local taxes.

RETENTION AND DISPOSAL OF FILING MATERIAL:

How long should you retain letters, documents and papers? You can't keep everything indefinitely, but how do you select those things which can be disposed of? If your company has established a procedure for the destruction of papers, you can be guided by this method. If no such policy exists, the Pastor should determine the period of retention.

How long a paper will be retained depends on legal considerations, such as the statute of limitations, or other legal requirements, and the Pastor's desires. You might follow these suggestions:

- 1) The discard date must be established or approved by your boss.
- 2) The date must be applied as you prepare the material for filing.
- 3) As you file each day, be on the lookout for papers on which the throw-out date has become due.
- 4) If you pull one or two papers with expired dates each

time you file, you'll never need to set aside a special time to do this job. This way your files will be cleaned automatically each day and overcrowding can be eliminated easily.

THE ROLODEX:

This is the file that contains all the names, addresses and phone numbers of members, non-members and visitors. This will need to be updated often.

A SUMMARY OF FILING POINTS TO REMEMBER:

- 1) Organize and arrange material carefully before filing.
- 2)
- 2) Prepare a filing manual which explains your system.
- 3) Keep files up-to-date.
- 4) Use a charge-out card so that nothing can be lost.
- 5) Periodically streamline your files to avoid confusion and overloaded file drawers.

THE SECRETARY AND COMMUNICATIONS

TELEPHONE USAGE

HAVE A PLEASANT TELEPHONE PERSONALITY:

1. Every time you make or receive a telephone call you are representing your church.
2. Be warm, friendly, courteous, and tactful.

WHEN ANSWERING THE PHONE:

1. Have a simple, consistent way of answering the phone.
2. Answer by giving both your name and your location. (e.g., "First Church, Karen speaking...")
3. Answering the phone should not be an irritating interruption to your work, but rather a special part of it.

VOLUNTEERING INFORMATION:

1. **NEVER** volunteer information! (Example: "I haven't seen him for two days.")
2. If you answer for someone who is absent, say only what is necessary.

BE A "VOICE WITH A SMILE:"

1. Make sure God's love can be felt, not when the caller reaches the Pastor, but when you answer the telephone.

3. Make the caller feel that he is special.

KEEP IT CONFIDENTIAL:

1. Nothing heard before, during or after a call should ever be revealed to another!
2. Be sure never to plant a seed or start a rumor that might be completely false.

THE HANDLING OF DIFFERENT SITUATIONS:

1. **LEAVING THE TELEPHONE:** If at all possible, never leave your phone unattended. Prompt answering gives you and your office the reputation of being efficient. Try to have someone sit in on your lunch break, if possible.
2. **SCREENING CALLS:** If the caller asks for the Pastor or Assistant, follow the policy of the office. The Pastor usually would like to know the caller's name and reason for the call before interrupting him. Unless you know that he is expecting the call, or if it is a Minister, etc., just the name will do.
3. **HOLDING THE LINE:** If the Pastor isn't free when a call comes in, and he does wish to speak with the caller, offer a choice: "The Pastor is not free at the moment, but does wish to speak with you; would you hold for about two minutes?" Or "may I have your number so he may return your call?" The Pastor will usually accept a long distance phone call.
4. **HANDLING COMPLAINTS.** Whether or not the caller has a legitimate complaint should make no difference in your manner towards him. You may not think his reasoning is very sound, but he does, and that's why you must do everything you can to give him a reasonable explanation and some satisfaction. If you can't, find someone who can. After listening sympathetically, tell him exactly

what you can do. Take his complaint seriously. He will usually be satisfied if he knows you are not passing the buck, and are really trying to do something to help him.

5. **MAKING A LONG DISTANCE CALL.** If you are asked to place a call for the Pastor and he will be doing the talking, make sure that he will be available when the call is completed. It will be very frustrating to know that after completing the call you find the Pastor among the missing! If you see him get up to leave the office, remind him that the call is going through and suggest, gently, that he postpone leaving for a few minutes. If you are going to handle the phone call, be sure you have all the materials you will need, such as a file folder, pencil and paper, etc.

6. **TAKING PRAYER REQUESTS.** People will be calling in requests for prayer meetings or the Pastor's personal prayer list. Take the request and give it to the appropriate group or individual.

7. **TAKING MESSAGES.** It is important you retain all messages. **Always, always, always,** (did you get the message?) get the callers number, even if you recognize the caller. ***Get the caller's name, firm name, message, date, time, (extremely important), action to be taken and, if and when its appropriate, your name and initials.*** Write them down on a message form. This will help you in doing some guess work. There will be times that you will become so busy that it will become impossible to remember all the phone calls.

CORRESPONDENCE

HANDLING WELCOME LETTERS:

1. Take the names from the visitation list and send letters to all first time visitors. There are two types of letters. One is for those attending from this community and the other is for those that are visiting from another city or state. Use the appropriate one.
2. Be sure to get specific instructions about any mail you may need to answer while the Pastor is away.
3. Also keep the Pastor's arrangements and appointments up to-date (Monthly Schedule and Daily Calendar). Be sure to bring any conflicting appointments to his attention as soon as possible!

TYPING MINUTES:

1. You will be responsible for typing and mailing all minutes of the official board meetings and keeping extra copies on file. You will also be typing minutes of the Sunday School meetings as well as doing some executive minutes.
2. Many persons who hold offices in the church have a designated box for their materials. To conserve stamps you may place the minutes in their respective boxes sealed in an envelope with their names placed on the outside.

TYPING FOR OTHERS:

1. There will be many times that some of the department superintendents or the teachers will ask you to do some work for them.

2. Please check with the Pastor to make sure that all these materials are approved by him. This will help keep you from being overburdened.

EDITING BULLETINS:

1. Keep any type of poetry and rhymes on hand that could be used in the bulletin. Catchy sayings that might be put on some part of the bulletin are also nice. Collect all of your announcements and organize them in the order of occurrence during the week or month. Then type them accordingly on the bulletin form.

2. Place a completed bulletin on the pulpit Friday before leaving for home. This, plus a monthly calendar, should always be on the pulpit in order to make the weekly announcements just in case the announcer does not receive a copy of the announcements on that particular Sunday

HANDLING CONFIDENTIAL INFORMATION:

In most phases of church work, there is a lot of information that should be regarded as confidential. Keeping the activities of your office or department to yourself or within the immediate group is not only a mark of good taste and mature judgment, but proof of loyalty to your Pastor and your church. Church business must never be discussed with "outsiders."

PETTY CASH:

A policy for the handling of petty cash for incidental office supplies, etc., should be agreed upon by the Pastor in conjunction with the Treasurer of the church.

HANDLING STRESS SITUATIONS

PROBLEMS CREATED BY TRAFFIC AND NOISE

The church office is often crowded, and there is a very real tendency to use the secretary's office as a meeting place. The following may be used as guidelines:

1. Endure for a reasonable amount of time, then discuss with a superior.
2. Designate someone to encourage conversation in a different location.
3. Ask if it would be possible to form a written policy to include ways of handling this situation in the future.

VISITORS IN THE OFFICE

Regarding visitors that are members of the Church:

1. First try to understand if there is a specific reason for that person to be there.
2. If visiting without a valid reason persists, see if they would like to share in some of the work to be done.
3. If they are consistently chronic visitors, be as discreet as possible and simply explain the problem, and then ask for their help.

NOTE: Make sure that you allow for those visitors who may have an appointment.

HANDLING VISITORS WITHOUT AN APPOINTMENT:

1. Explain to them politely that you would certainly like to visit with them, but that your workload won't allow it.
2. Give the visitor a limited amount of time, by explaining that your time is very limited.
3. Provide a waiting area where visitors are offered reading material, etc.
4. Try to communicate the problem to others by,
 - a) Placing a sign on your desk (it might say something like, "I'm busy, but may I help you"??.)
 - b) Put a note in the bulletin, and ask for the cooperation of the members and friends of your church...

THE USE OF YOUR DESK, YOUR TYPEWRITER, YOUR ADDING MACHINE ETC., BY OTHER INDIVIDUALS IN THE CHURCH:

Sometimes people have a legitimate reason for using the church office equipment. However, when this is not the case, here are some ways you might deal with the problem:

1. You may want to discuss it with your superior, especially if it is keeping you from getting your work done.
2. You may have to remind yourself that the machines are not your "personal property", and ask for more patience. (however, the use of the machines could be of the utmost importance to the completion of your daily tasks.)
 - a) A sign to this effect could be placed near the

equipment, and signed by someone in authority, so as to discourage the unnecessary use of the equipment.

3. Lock your office.
4. Use locking devices on the equipment.
5. Remove print element from your typewriter.
6. Place adding machines, etc., out of sight.
7. Place identifying marks on pencils, pens, etc. (avoids "borrowing").
8. Provide a separate desk and typewriter.
9. Use a sign-out sheet to indicate the name, destination and time of expected return of borrowed equipment.

THE USE OF OFFICE FACILITIES FOR PERSONAL WORK

1. If the individual is a CHURCH MEMBER make them aware that the equipment is there to help with the ministry of the church, and normally church policy does not permit its use for personal business."
2. If the individual is a BOARD MEMBER, who is constantly abusing this privilege, perhaps a sign on the equipment might help to give direction regarding its use.
3. Establish an Office Policy and have it available for all to read while in the church office.

UNREALISTIC DEADLINES

Sometimes you don't realize a deadline is unrealistic until you begin a job. As soon as you realize the deadline is unrealistic, go back to the person who gave you the assignment. That person has three options:

- 1. He can change the deadline.*
- 2. He can get additional help.*
- 3. He can modify the project.*

Learn to set up a schedule for regular deadlines, and put dates on materials to indicate when they will be needed.

CONFLICTING SCHEDULES AND DEMANDS

1. You must know the one person to whom you report and together prioritize the assignments.
2. See if you can restructure the assigning of work through the individual to whom you report.
3. Set up a master calendar for scheduling all church activities.
4. Announce all church activities in the bulletin.

DIFFICULTIES WORKING WITH VOLUNTEERS

1. Expect the excellence of a salaried worker.
2. Expecting excellence is a compliment. You are saying "It doesn't matter to me that you are volunteering your time. I expect enough of you, and I have a high enough regard for the quality of your work that I'm going to look upon you as

a salaried employee. You are part of the organization, the office staff."

3. Treat all volunteers as "dependable" workers.

PROBLEM OF DEALING WITH DIFFICULT PEOPLE

1. Most people will be very pleasant and kind.
2. However, some people will be angry, desperate, needy, hurting or emotionally distraught.
 - a. Don't be surprised, or over-react, when people are upset and realize they have lost control of the situation.
 - b. Keep calm and prayerfully try to bring peace to the troubled situation.
 - c. Have prayer when possible and call back at a later time.
 - d. Schedule an appointment to discuss the situation do not make a scene in front of others.
3. Set up the office and procedures ahead of time to handle difficult situations:
 - a. Separate the reception area from the secretary's work area.
 - b. Agree with the Pastor on methods for freeing him from people who over-stay their time.
 - c. Stand up to indicate the end of an interview.

RECEIVING UNCLEAR DIRECTION

There may be times when the pastor or supervisor will give you *unclear directions for a job*. Sometimes this occurs when we have not asked any questions about the instructions. The person giving instructions may have been interrupted before finishing. It is up to you to go back to the individual, question him, and get the information straight.

- 1. Ask questions, if necessary.*
- 2. Repeat back what you understand has been told you!*
- 3. Write down what has been said.*

DIFFICULTY OF GOING BACK TO THE BOSS WHEN THE "BOSS" IS THE PASTOR

Realize that the pastor is your office superior, not some spiritual giant. You are doing him a favor by going back. It helps if you think through the problem first and go in with notes in hand. Write out questions you have ahead of time.

REMOVAL OF EQUIPMENT WITHOUT REPLACING IT

People may borrow or move equipment and sometimes never return it:

- 1. There should be specific guidelines for use of the equipment.*
- 2. Use a sign-out sheet giving the destination and the estimated time of return.*
- 3. If necessary, make things less available.*

DEALING WITH CRITICISM

There will always be some individual who will be upset about something over which the secretary has no control (i.e., *something left out of the bulletin that they felt should have been included*, or they didn't receive a certain letter).

- 1. Don't overreact! Express regret at not knowing the answer and, if possible, try to placate the individual.*
- 2. At all times, and in all ways, maintain a Christian attitude toward those who criticize, whether justly, or otherwise*
- 3. Make an appointment for them with the appropriate person.*
- 4. All gossip will cease after prayer!!*

WHAT DO YOU KNOW ABOUT COMPUTERS?

Computers, and computer use, are facts that we must deal with in today's complex and changing society. We run into computer technology many, many times each day, whether we are aware of it or not. There is no doubt that computers will play an even greater role in the future, for organizations of every size and type. As a modern secretary you should know at least the basics of dealing with computers. We have included some information in this manual concerning data processing and the computer.

WHAT IS A COMPUTER?

Simply put, *a computer is a tool that is at our disposal for quick, accurate mental calculations and storage.* The computer allows us to move data quickly, compile reports, do computations, and solve problems; all at speeds which boggle the mind. It has the ability to perform tasks in seconds or minutes which might otherwise take weeks, months, or even years to perform. Computers allow us to make decisions faster, and with more accuracy than we ever could before. Since knowledge and accuracy are so important in today's decision-making process, it is readily apparent why computers are so prevalent in today's society.

WHAT CAN A COMPUTER DO?

As stated above, a computer takes raw information (data) and turns it into meaningful reports. To speak more specifically for the church, it can do the bookkeeping, financial reporting, donor reporting, keep membership profiles, do word processing and many more operations that can make the administration of a church more efficient.

Specifically, a computer can:

1. Perform addition, subtraction, multiplication, and division.
2. Perform certain logical operations, such as selecting the larger or smaller of two numbers, or choosing between two alternatives depending on previous instructions.
3. Record, remember, and recall data in their storage facilities when instructed to do so.
4. Communicate the results of these calculations or operations, in intelligible form, to other machines, or as legible forms of input.
5. Accept information and instructions.
6. Direct themselves in a manner predetermined by the instructions they have been given (stored in their memory), without human intervention.
7. Check results of operations and report when the check indicates error. Yet, for all of their capabilities, computers do, however, have their limitations. *First*, computers can only do what they are told to do. They do not have any intuitive capabilities and can only perform a prearranged sequence of instructions called a program. These programs must be exact, clear, and logically ordered. *Second*, computers do not have the ability to devise their own instructions. To put it more precisely, they cannot program themselves. They can only follow one of several programmed routines. *Third*, computers can malfunction and make mistakes, although the frequency of error is much lower than it would be for people doing the same job. An excellent rule to remember is:

***REMEMBER, YOU CONTROL THE COMPUTER
IT DOES NOT CONTROL YOU***

HOW DOES A COMPUTER WORK?

All electronic data processing involves four basic factors:

1. *The input - information that goes into the computer.*
2. *The storage device - called the memory units.*
3. *Processing of information - through the control units.*
4. *The output - the finished product or answer.*

We will take a closer look at these.

INPUT

The raw material or data fed into a computer can range from income and expenditure figures to the profile information on a church member. The computer must be told what to do with this information. This is accomplished by using programs. The computer operates with binary logic. This allows the computer to break every operation it must perform into a yes/no, or on/off decision. This kind of decision-making would confuse most humans, so symbolic languages have been created for the programmer to work with. Programming languages such as FORTRAN (FORmula TRANslator), or COBOL (COMmon Business Oriented Language), and BASIC (Beginners All-purpose Symbolic Instruction Code) were created to suit particular applications. ***Now there are other more powerful fourth and fifth generation languages widely used in the computer industrial revolution.*** By using these languages the computer can translate English commands from the person operating the computer into a form the computer can use.

Computer logic and logical sequencing of decisions can be readily seen with the following illustrations:

PROBLEM: Whether to visit friends or stay home.

FACTORS:

(1) Do I have time?

(2) Do I have someone to go with?

(3) Is there someone that both of us want to see?

SOLUTION: The computer would break this problem into a series of yes/no questions. After each question is answered the computer is told what to do next, depending on the answer. It may tell me to visit a friend, stay home, or ask another question.

Question 1 Do I have time? If no, stay home. If yes, go to

Question 2 Do I have a companion to go with me? Call Loretta; if she says yes, go on to Question 3. If no, call Susan. If Susan says yes, go to

Question 3. If no, call Tom. If Tom says yes, go to

Question 3. If Tom says no, and there are no more people to call, stay home.

Question 3 Is there a friend we both want to see? Look at first mutual friend on list; do I want to see him? If no, look at next friend listed. If yes, ask my companion if he/she wants to see that person. If yes, go visit. If no, look at next person listed. If there is no one we can both agree upon, stay home. (The above actually makes a program!)

Data is fed into the computers using these symbolic languages in several ways, but the most popular today is the Video Display Terminal and Keyboard.

STORAGE

Another word for storage is **memory**. In the strictest sense there are three segments of storage: *working memory*, *secondary storage*, and *off-line storage*. A brief run-down on each follows:

WORKING MEMORY - allows the temporary retention of information. This is often referred to as RAM or Random Access Memory. This may be likened to a scratch pad on which you are solving a series of arithmetic problems. Totals are cleared from this area as they are needed for output and the area is then available for a new series of calculations.

SECONDARY STORAGE - includes devices that are on-line and connected to the computer. The most popular type of storage on the market today is disk storage. Information is magnetically recorded onto the disks and that information is read and processed by the disk drive unit. This setup can be likened to a file cabinet that the computer can access at a moment's notice.

OFF-LINE STORAGE - is not electronically linked to the computer. Information kept there must be pulled from the file and set into an input device to be used by the computer.

PROCESSING

Processing is the actual work the computer does. This occurs in the Central Processing Unit or CPU. This is where the symbolic language is translated into its binary language and is put to work.

OUTPUT

After data is processed it is translated into information upon which decisions can be made. There are a variety of ways to produce results.

These include punched cards, TV screens, tape, microfilm, disks, printed reports and even voice responses. The output which you probably encounter most is print (your bank statement and phone bill for instance).

ARE COMPUTERS IN YOUR FUTURE?

Many predictions have been made about the future of computers. One thing is for certain, computers are here to stay. Do not think that you will not have to deal with them. They have become more compact in size, more affordable, and easier to use. They have the ability to cut paper shuffling to a minimum and bring about the much-discussed "paperless office." So look on the computer as a tool that can free you from many time-consuming chores and enable you to expand your ministry and take on new challenges.

FOR FURTHER INFORMATION ABOUT COMPUTERS PLEASE CONTACT:

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4316 Haney Way
Louisville, KY 40272

(502) 935-6832

APPENDIX I

GLOSSARY OF COMPUTER TERMS

Alphanumeric - a term used to describe a set (or sets) of alphabetic and/or numeric characters.

ASCII - an acronym for **American Standard Code for Information Interchange**.

ASCII KEYBOARD - a keyboard that contains keys for all **ASCII** character sets (almost any typewriter, and many computer keyboards).

BASIC - an acronym for **B**eginners **A**ll-purpose **S**ymbolic **I**nstruction code. This computer language was developed at Dartmouth College as a simplified version of **FORTRAN**.

AUDIT TRAIL - a log of transactions generated by a program, such as accounts payable, for purposes of security and error detection.

BAUD - a measure of the rate at which the digital signal is transmitted in bits per second.

BIT - an acronym for **B**inary **d**ig**IT**.

BOOT-UP - a term used to describe the loading of a basic operating system, such as DOS.

BYTE - a group of bits, usually eight, universally used to represent a character.

CHIP - an integrated circuit that is etched on a small piece of silicon, which is very cheap to produce, and is more reliable, and uses less power than conventional circuitry. Chips are commonly sized from 1/8-inch to 3/4-inch square in surface area. They can contain anywhere up to tens of thousands of transistors or other circuit elements. One chip may contain the Central Processing Unit (CPU) of a computer or memory that stores up to 256,000 separate bits of information.

COBOL - an acronym for **CO**mmon **B**usiness **O**riented **L**anguage. A high level language with English-like words for business programming applications.

COMMAND - an order to the computer, in the form of words and/or numbers, that is typed on a keyboard, spoken into a microphone, or in some other way input to the computer.

CP/M - an abbreviation for **CO**ntr**O**l **P**rogram for **M**icrocomputers.

CPU - or - **CO**ntr**O**l **P**rocessing **U**nit - the "chip" that is the brains of the computer.

CRT - or - **CA**thode **R**ay **T**ube - the screen on which you view information in a computer (much like a TV. set).

DATABASE - A program which provides for systematic organization of data files for easy access, retrieval, and update.

DBMS - **DA**ta **B**ase **M**anagement **S**ystem.

DEDICATED WORD PROCESSOR - a computer that cannot do anything except word processing.

DISK - a magnetic device that is used for storage, or memory in a computer, and is available in various sizes (i.e., 5 1/4", & 3 1/2"). These are taken in and out of the computer, from their appropriate drives, at will, and as need requires.

Disks are available in several formats. Single-sided, single-density which can store information on only one side of the disk; single-sided, double-density, which stores twice as much information on one side of a disk; and double-sided, double- density which is able to put twice as much (as a single-density disk) on both sides of a disk.

DISKETTE - usually refers to a floppy disk, either 5 1/4",

or 3 1/2".

DOCUMENTATION - written programs of computer instructions; a user or operator manual.

DOS - Disk Operating System.

DOT MATRIX - a means by which printed characters are formed using a matrix of small dots.

EXTERNAL MEMORY - information storage devices, such as floppy and hard disk drives, that are used to record information.

FIELD - the number of character spaces that are reserved in a data file for a specific piece of information.

FILE - a logical block of information designated by a name and considered as a unit by the user.

FLOPPY DISK - a name for magnetic disks used in computers, that are various sizes, but share the characteristic of being flexible.

FORTRAN - an acronym for **FO**rmula **TRAN**slator, which is a high-level programming language developed for mathematical operations required by scientists and engineers.

HARD DISK - a mass-storage magnetic medium that uses a rigid-material disk for storage of data. They are usually non-removable, faster, and can store much more data than is possible on a floppy disk of the same size.

HARDWARE - the physical equipment that makes up a computer (i.e., a CRT, a CPU, disk drives, and a keyboard together would be called a computer).

IMPACT PRINTER - any printer in which characters are transferred to paper by striking through an inked ribbon, as in a typewriter.

INTERFACE - an electronic or software device used to mate a computer and its peripherals with the outside world.

I/O - Input/Output.

KEYPAD - or - 10-KEY PAD - a calculator-style arrangement of numeric keys.

KILOBYTE - refers to 1,000 bytes, or "1K" (actually 1024 bytes).

LETTER-QUALITY - a term used to indicate fine-quality print from a formed-character printer, such as the daisy-wheel and/or thimble, that equals typewritten.

LOADING - transferring a file, or program, from a disk to the RAM, or working memory.

MEGABYTE - refers to 1,000,000 bytes, or "1 Meg" (actually 1,048,576 bytes or 1048 kilobytes).

MEMORY - that part, or parts, of a computer which electronically store information.

MENU - a common device used in many applications programs that allows the user to choose a command or function from a list that appears on the screen.

MO/DEM - (acronym for **Molator/**Demodulator) A device which is able to transmit to and receive information from a computer, by either physically plugging a telephone receiver into it, or through the use of a wired device that plugs into the phone system.****

MULTI-USER SYSTEM - a computer system that allows more than one terminal or computer to access the CPU and I/O devices. Allows concurrent use of the same applications program or database.

NUMBER CRUNCHING - the performance of complex numerical operations or arithmetic-intensive computation by a computer.

OPERATING SYSTEM - a program, or collection of programs, used to manage the hardware and logical functions of a computer.

PARALLEL PORT - an input/output port in a computer through which data is transmitted and received a whole byte at a time.

PASCAL - a high-level programming language named after Blaise Pascal.

PERIPHERAL - add on equipment that is used with a computer, such as a printer, or a modem.

PRINTOUT - or - **HARD COPY** - the output information of a computer that is actually printed on paper.

PROGRAM - instructions that tell the computer what to do.

RAM - or - **Random Access Memory** - a printed circuit card within the computer which contains memory chips, on which your input is stored while you are actually working on it. (also known as Read/Write Memory, or R/W memory.)

ROM - or - **Read Only Memory** - a printed circuit card within the computer that can only be read by the computer, but cannot be written on. This is installed at the factory. (it tells the computer such things as how to "turn on when the switch is flipped on, and other such basic information.)

SERIAL PORT - an input/output port in a computer through which data is transmitted and received one bit at a time.

SAVE - the process of writing information in RAM to a disk, so that it may be used again, and will not be lost when the computer is turned off.

SOFTWARE - material (such as disks) which provide instructions to tell the computer what to do. Also called a program.

WORD PROCESSOR - a computer that is programmed to let you type letters, and other textual information, as well as editing and printing it out.

APPENDIX II

SAMPLE LETTERS

for
Any Church
Anytown, USA

The following pages contain some samples of letters that your church might want to use in response to various situations.

These are only suggestions, and may be adapted any way that you choose.

It has been our purpose to provide you with as many tools as possible in helping you to become more effective in your ministry as a church secretary.

SAMPLE OF FIRST VISIT LETTER

(Date)

(Name)

(Address)

(City, State, Zip)

Dear

May I take this opportunity to tell you how very happy we were that you chose to worship with us this past Sunday at First Church. I am sure that you found this to be a friendly church, and we trust that you were blessed by being here.

(Name of Church) maintains a wide-ranging ministry to meet a variety of needs for those who choose to share in these. The enclosed brochure will acquaint you with these ministries.

If we may be of service to you in any way, please call the office and let us know. We would be most honored to have you attend any or all of our services. May the Lord richly bless you.

Yours in Christ,

Pastor

SAMPLE OF WELCOME LETTER

(Date)

(Name)

(Address)

(City, State, Zip)

Dear Friend,

Greetings in the name of our Lord and Saviour, Jesus Christ!

We were happy to have you in our church services here recently. We sincerely hope that you were strengthened and helped spiritually. In this day of uncertainty, it is encouraging to know that there is a God who cares, and that there are many who love Him and His house.

We trust that the service gave you the blessing you desired. The promise of God, "Blessed are they which do hunger and thirst after righteousness, for they shall be filled," is constantly in operation wherever men seek His help.

We hope that you will visit us again. It will be a privilege to have you worship with again, as our guest.

Sincerely in Christ,

Pastor

SAMPLE OF RESPONSE TO A REQUEST FOR MEMBERSHIP

(Date)

(Name)

(Address)

(City, State, Zip)

Dear Friends,

Greetings in the Name of Jesus!

Thank you for considering membership in (name of church). While we do not hold to the view that we are "The Church," we do feel that the local church membership is to be comprised of people who are members of His church, through the new birth experience.

This packet contains additional materials, which I am requesting that each person read before becoming a member of the church. There will also be a monthly meeting with the Pastor for all candidates for membership. At this meeting the Pastor will be relating the ministries which the church provides and the opportunities for Christian service which are open to members. He will also present what is expected of those who are members of the church. This meeting will be announced each month in the church publications.

(Name of Church) wants to be a thoroughly New Testament Church, administered under the leadership of the Holy Spirit, where people may find love, shelter, and nourishment. We believe that through faith in Jesus Christ, a person experiences not only redemption of soul, but also transformation of life, which is evidenced by the breaking of the chains of fleshly habits which once bound the individual. Recognizing that the Scriptures teach that our bodies are the temple of God (I Cor. 3:16, I Cor. 6:19,20), we request that every person received into the membership recognize this scriptural principle and that it is evidenced

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ENDEAVORING TO ENRICH HIS CHURCH THROUGH, MINISTRY, HELPS, AND ADMINISTRATIONS

in their lives by not smoking or drinking alcoholic beverages. Our mission is to proclaim Jesus as Saviour, Lord and Coming King. A Christian is more effective in his witness when the world sees that his life is changed because of his faith in Jesus Christ.

We are indeed honored that you are considering membership in (Name of church). It would certainly be with great joy that we would welcome you into our fellowship and we would, with God's help, be true under-shepherds in leading, loving, and training you, and your loved ones, in the ways of the Lord.

In Christ,

Pastor

SAMPLE OF A RESPONSE TO REQUEST FOR MEMBERSHIP

(Date)

(Name)

(Address)

(City, State, Zip)

Dear _____,

CHOICE CHRISTIAN GREETINGS!

We appreciate your attendance at (Name of Church) and that you have expressed a desire to become a member of our church. I am enclosing the required church membership card for your convenience. Please fill it out and return it to the church. This application will be reviewed by our board, and we will soon have an official day to receive new members into our church. We will notify you of this and look forward to your continued fellowship with our church.

If you have further questions, or if we can be of help to you, please get in touch.

Sincerely,

Pastor

SAMPLE THANK YOU FOR SUPPORT LETTER

(Date)

(Name)

(Address)

(City, State, Zip)

Dear _____:

I am writing this brief note to express our sincere appreciation for your support of our church ministries. It is offerings like this that help us continue to enlarge our ministries.

May the Lord richly bless you for your generosity. If we can do anything to be of service to you in any way, please let us know.

Sincerely,

Pastor

SAMPLE INVITATION TO PARTICIPATE IN A MINISTRY

(Date)

(Name)

(Address)

(City, State, Zip)

Dear _____:

What a pleasure it is to walk into a warm, friendly church where you are greeted with a pleasant smile and an outstretched hand of welcome.

I would like for you to become involved in, what I feel, is one of the most important ministries in our church -- the ministry of hospitality. We need "front-liners" who will greet the visitor with a warm welcome and be able to assist the newcomer in becoming acquainted with the church body.

We will have name tags for our greeters to wear, and we will call you before the day of your assignment. We hope to have at least four greeters ministering at each service.

We appreciate your willingness to help us.

Sincerely,

Pastor

SAMPLE LETTER TO VISITORS TO REVIVAL

(DATE)

(Name)

(Address)

(City, State, Zip)

Dear _____,

Greetings in Jesus' Name!

It was such a privilege to have you worship with us at (Name of Church) last week during the revival meetings. I trust that you sensed the presence of the Lord, ministering to you personally, during the services. Brother _____ certainly ministered with the anointing of the Lord.

May I invite you to worship with us often. In fact, if you have no church home where you attend regularly, we welcome you to all of our services. Sunday morning at 9:45 there is Sunday School for all ages with elective classes for all adults. Worship service follows at 10:45 and Sunday evening service at 6:30. Wednesday at 7:30 p.m. we have Missionettes for girls, Royal Rangers for boys, and Bible study in the sanctuary for adults. Friday evening at 7:30 is the Youth service.

If I can be of help to you in any way, please feel free to call - I am as near as your telephone. My telephone number is - - .

Sincerely in Christ,

Pastor

SAMPLE WELCOME LETTER TO SUNDAY SCHOOL

(DATE)

(Name)

(Address)

(City, State, Zip)

Dear _____,

Isn't it wonderful that Jesus loves us?

We were delighted to have you with us in Sunday School this past weekend. I hope you enjoyed your class and that you will plan to be with us again very soon.

If you do not attend church and Sunday School regularly somewhere else, I would like to invite you to be with us every Sunday.

I am sure your teacher will be contacting you, and I will look for you again Sunday.

Your friend in Christ,

Pastor

APPENDIX III (a)

CHURCH OFFICE INVENTORY (Non-Expendable Items)

- | | |
|---|-------------------------------------|
| 1. _____ Business card file | 37. _____ Radio |
| 2. _____ Computer System | 38. _____ Word Processor |
| 3. _____ Printers | 39. _____ Fax Machine |
| 4. _____ Copy Machine | 40. _____ Appropriate Software |
| 5. _____ Filing System | 41. _____ Desk lamps |
| 6. _____ Recorder w/dictation switch | 42. _____ Display case |
| 7. _____ Stamp pads | 43. _____ Rubber stamps |
| 8. _____ Desks | 44. _____ Three hole-punch |
| 9. _____ Label maker | 45. _____ Typing elements |
| 10. _____ Pencil sharpener | 46. _____ Copy holder |
| 11. _____ Desk tray (pens, pencils, etc.) | 47. _____ Tape demagnetize |
| 12. _____ Tape holders | 48. _____ Tape splicer |
| 13. _____ Hanging file w/dividers | 49. _____ Magnifying glass |
| 14. _____ Alphabetized file dividers | 50. _____ Postal scales |
| 15. _____ Paper copier | 51. _____ First-aid kit |
| 16. _____ Typewriter | 52. _____ Fire extinguisher |
| 17. _____ File cabinets | 53. _____ Globe |
| 18. _____ Waiting room furniture | 54. _____ Maps/street guide |
| 19. _____ Wall clock | 55. _____ Easels |
| 20. _____ Plants | 56. _____ Planning boards |
| 21. _____ Stacking trays | 57. _____ Phone system |
| 22. _____ Large organizer | 58. _____ Tape duplicator |
| 23. _____ Small organizer | 59. _____ Layout board |
| 24. _____ Intercom System | 60. _____ Additional Printing Fonts |
| 25. _____ Typewriter table | 61. _____ Dictating equipment |
| 26. _____ Secretary's chairs | 62. _____ Addressing Capabilities |
| 27. _____ Water cooler | 63. _____ Storage cabinet(s) |
| 28. _____ Desktop calculator | 64. _____ Dictionary |
| 29. _____ Coffee maker | 65. _____ Secretarial Handbook |
| 30. _____ Wastebaskets | 66. _____ Office Supply Catalog |
| 31. _____ Paper folding Machine | 67. _____ Style manual |
| 32. _____ Mimeograph machine | 68. _____ Almanac |

- | | |
|------------------------------------|-------------------------------|
| 33._____ Telephone Message Pads | 69._____ Telephone directory |
| 34._____ Bulletin boards | 70._____ Area code booklet |
| 35._____ Chalk boards | 71._____ Zip code booklet |
| 36._____ Data Base Management Sys. | 72._____ Financial Mgmt. Sys. |
| 37._____ Fans | 73._____ Rolodex |

APPENDIX III(b)

CHURCH OFFICE INVENTORY (Expendable Items)

- | | |
|-----------------------------------|----------------------------------|
| _____ Typing paper | _____ Paper clips |
| _____ Carbon paper | _____ Rubber bands |
| _____ Scratch pads & paper | _____ Pushpins |
| _____ Memo pads | _____ Felt-tip pens |
| _____ Dictation notebooks | _____ Marking pencils |
| _____ Telephone message pads | _____ Typewriter ribbon |
| _____ 3 x 5 index cards | _____ Typewriter erasers |
| _____ 4 x 6 index cards | _____ Correction fluid |
| _____ Card files | _____ Correction tabs |
| _____ Type cleaning brush/solvent | _____ Business envelopes |
| _____ Copier supplies | _____ Manila envelopes |
| _____ Stapler, staples, & remover | _____ Padded envelopes |
| _____ Pen & pencil holder | _____ Mailing tape |
| _____ Address labels | _____ Ruler |
| _____ Postage stamps | _____ Calendars |
| _____ File folders | _____ Planning diaries |
| _____ Hanging file folders | _____ Binders |
| _____ Alphabetized dividers | _____ Loose-leaf binders/fillers |
| _____ Transparent tape | _____ Rolodex cards |
| _____ Bookmarkers | _____ Calculator paper |

APPENDIX IV (a)

PASTORS FILE-MATE

(For the Pastor and Church filing)

WHAT IS A PASTORS FILE-MATE?

**A comprehensive color coded filing systgem outline.
12 years in development Disk # 3**

APPENDIX IV(b)

PASTORS FILE-MATE?

(FOR PASTOR AND /OR THE SECRETARY)

The Bible teaches that all things should be done decently and in order. The business of the church is no exception. Nothing contributes more to decent, orderly business than a good, comprehensive filing system. **"A PLACE FOR EVERYTHING, AND EVERYTHING IN ITS PLACE"** is vital to good business, whether in reference to a commercial venture, or the operation of a church. This system was created to help church leaders conduct church business smoothly, and efficiently.

WHAT IS THE PASTORS FILE-MATE?

1. It is a system for filing all data and facts which must be kept and readily found in the day-to-day operation of any church, large or small.
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ADDRESS _____ PHONE _____ / _____ / _____

CITY/STATE/ZIP _____

VISA # _____ / _____ / _____ / _____ EXP. DATE _____ M/C _____ / _____ / _____ / _____ EXP. DATE _____

CARDHOLDER SIGNATURE _____

INFORMATION ORDERED QUANTITY PRICE TOTAL

*IF ORDER IS PREPAID WE PAY SHIPPING AND HANDLING
OTHERWISE, SHIPPING AND HANDLING IS 10%

ENCLOSED PLEASE FIND CHECK _____

PLEASE BILL TO CHURCH _____

PLEASE BILL TO VISA _____ - _____ - _____ EXP. DATE _____

PLEASE BILL TO M/C _____ - _____ - _____ EXP. DATE _____

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CHURCH ENRICHMENT MINISTRIES, INC.
4316 Haney Way,
Louisville, KY 40272
(502) 935-6832

REMEMBER:

THE DEVIL HAS A PLOT, BUT GOD HAS A PLAN

**AREN'T WE GLAD THAT
WE ARE
A PART OF HIS PLAN???**

**SINCE NOTHING TAKES HIM BY SURPRISE, JUST GIVE
HIM TIME HE'LL WORK IT OUT.**

YOUR SERVANT AND HIS,

H. S. RYAN, EXECUTIVE DIRECTOR, CEM