



(Church Name) Operating Manual

The church operating manual seeks to standardize best practices, define roles, responsibilities and authorities as well as protect the church from inefficiency and legal vulnerability.

- A. **Church Mission & Vision** (who we are and why we are here)
 - a. Overview
 - i. Relationships, outreach & evangelism, discipleship, children, sacraments, etc.
 - b. Purpose
 - i. Church Vision, mission statement, strategic plan, long term goals and objectives
 - c. Ministry
 - i. Sunday school, worship and music, outreach, youth, community, foreign, etc.
- B. **Governance** (Church Council or Board of Directors)
 - a. General
 - i. Authority and responsibility
 - ii. Make up (how the members of Council/BoD are determined)
 - iii. Goals and objectives
 - b. Ministries
 - i. Lutheran, Community, Hispanic, Youth, etc.
 - ii. goals and objectives
 - c. Officers of the Congregation
 - i. President, Vice President, Secretary, Treasurer, Financial Secretary, etc.
 - ii. Qualifications, roles and duties
 - iii. Elections, terms, legal authorities
 - d. Policy Updates & Meetings
 - i. Policy responsibility, maintenance and updates
 - ii. Record keeping, minutes, quorum, legal responsibility, etc
 - iii. Meetings - Scheduled, ad hoc, retreats, etc. – rules of order
- C. **Pastoral Office**
 - a. Senior Pastor, Associate Pastor(s), Pastor Emeritus, Vicar/Intern
 - i. Qualifications, ordination
 - ii. Roles and duties
 - b. Called and non-called staff ministers
 - i. Music, worship, school principal, youth, etc.
 - ii. Qualifications, roles and duties
 - c. Guest Pastors
 - i. Selection process, compensation,
- D. **Staff**
 - a. Salaried, hourly, volunteer
 - i. Reporting structure, organizational chart
 - ii. Executive Director, business mgr, secretary, administrator, bookkeeper, IT, etc.
 - iii. Job description, duties and authority
 - b. Employee Manual
 - c. HR, compensation guidelines, personnel evaluations, staff termination, etc.



- d. Whistleblower, harassment policies
- E. Daily Church Administration**
 - a. Membership management
 - b. Office business processes and procedures
 - c. IT, systems and database management
- F. Standing Boards and Committees**
 - a. Elders, Education, Worship, Evangelism, Finance, Stewardship, Trustees, Youth, etc.
 - i. Funeral policy, Sunday school curriculum guide, management of worship, usher manual, communion helper manual, Altar Guild manual, etc.
 - b. Selection process, terms, term limits
 - c. Board roles, structure, responsibilities and authority
- G. Fiscal Protocols**
 - a. Revenue, receipts, envelopes, direct deposit
 - b. Expenses, missions, purchasing authority and budget management
 - c. Petty cash, working capital, credit cards, etc.
 - d. Budgets, reserves, controls and reporting
 - e. Investments, debt management, asset dissolution, miscellaneous gifts, memorials
 - f. Project funding, debt incurrence, fundraising,
- H. Membership**
 - a. Forms of membership (baptized, communicant, voting, etc.)
 - b. Rights, duties and authority of members
 - c. Conflict resolution protocols and appeals, grievance protocols
 - d. Church gatherings – worship services, voters meetings, bible classes, picnics
 - e. Whistleblower, harassment policies
 - f. Termination, letters of transfer, non-resident, restoration of membership, etc.
- I. Facilities**
 - a. Safety, insurance, smoking, gun, evacuation policies, etc.
 - b. Facilities usage by members and outsiders
 - i. weddings; receptions; parties; exercise classes; garage sales; car washes; sales; retreats; seminars; etc.
 - c. Use of equipment, borrowing church assets,
 - d. Sports, recreation

Appendix:

1. Facilities handbook, properties, assets and land
 - a. Description of all assets (includes school)
 - b. Management and maintenance of all facilities and assets
2. Personnel Manual for staff employment policies and procedures
 - a. Vacations, holidays, benefits, evaluations, termination, etc.
 - b. Personnel/work policies and procedures
3. Day school, Pre-K, Mother's Day Out
 - a. Relationship to the church
 - b. Principal, Executive Director, School Trustees – role and authority
 - c. Teachers and staff – employment plus policies and procedures
 - d. Code of Conduct, avoidance of child abuse or exploitation