

Unitarian Universalists of Southern Delaware
Spring 2024
Office Administrator Annual Report
Respectfully Submitted by Sandy Scheet-Robitaille

It's hard to believe that I've completed more than a full year here now, and I continue to learn so much every day! I've said it before—you all are a very busy group of people, and it has been my pleasure to work with you for the past 19 months! A lot has happened, and I know there's a lot more to come so I've strapped myself in!

Breeze Church Management System

I continue to learn about Breeze and how we can make it work for us. Recently, I sent a batch email through Breeze to over 400 inperson and online visitors inquiring about their interest in participating in UUSD. I am responding to those emails and sending Directory Information forms to those who have expressed an interest in becoming Friends, and the "How To Become a Member" form to many others. I plan to compile a report of the number of people who responded, the number of people who expressed an interest in becoming a Friend or Member, and the number of those who asked to be removed from our mailing list. Rev. Heather and I continue to have ongoing conversations about how to best maintain and update these records in Breeze.

Reaching out to people to inquire about their interest in becoming a UUSD Friend has become a regular, significant part of my job. I maintain a binder in my office of Directory Information forms. Since I began in September 2022, I have filed Directory Information forms for approximately 97 people who have decided to become Friends, and in some cases, have moved on to become Members. Each of those individuals received multiple emails from me about the process of becoming a Friend/Member along with the Directory Information form for them to fill out and return to me. I have documented each of their profiles in Breeze, sent them invitations to create a Breeze account, and printed name tags for those who have requested one.

Professor Heather and I have had conversations about tracking all the details in Breeze for our children, as well. We will meet over the next few months to brainstorm and decide on a procedure that works for us.

With Kent Sprunger's help, a tag was added in Breeze called Committees/Teams, and all UUSD committees and teams are listed under that tag. Members and Friends in Breeze who are on a committee or team are assigned that particular tag. This allows easy access to view and create a list of those assigned to the various committees and teams. We plan to do the same for Covenant and Affinity Groups soon.

Projects and Participation

- ✚ Rev. Heather and I worked together to create a Daily Welcome Sign for UUSD which, you may have noticed, is displayed in the small silver-framed signpost on the left side of the step just inside the building when coming in through the Office Doors. We hope everyone has had the opportunity to see these daily reminders about what's going on here!

- ✚ I created a UUSD Administrative Office Procedures Manual should it be necessary for someone to have to step in due to my absence. It is a work in progress, and I strive to keep it up to date.

- ✚ I created an annual spreadsheet for showing weekly, monthly, and annual average attendance numbers which I will be sharing with Membership.

- ✦ I continually maintain Breeze records, adding new entries each week from our in-person visitor information forms, online newsletter requests, and Contact Us forms. I maintain calendar requests, weekly attendance statistics, periodic revisions to the Order of Service format and text, musical inserts, financial records, and receipts for purchasing supplies, etc.
- ✦ I have acquired the account in the UU World database and continually update the records for the UU World magazine subscriptions for all UUSD members.

It was suggested that I attempt to describe some of the miscellaneous details that pop up in the office and some of the tasks that I did not include above. It is difficult to quantify the myriad of things that come up, but in addition to preparing and producing the weekly Orders of Service, here is a short list:

- ❖ Responding to random phone calls looking for financial, housing, and mental health assistance; information about events, classes, renting space, lost items, etc.
- ❖ Responding to daily emails, including phishing emails, which seem to be coming regularly lately.
- ❖ Responding to the occasional visitor at the door in search of information, package deliveries, people dropping off items for others, and for events such as the Auction, Fundraising, etc.
- ❖ Printing name tags (which has transitioned from a monthly basis to a weekly basis), following up with those who have not picked up their nametags, and moving them to the shutters in the Gathering Area, if need be, in an attempt to maintain a somewhat organized-looking credenza in the foyer.
- ❖ Organizing and maintaining the printer/mailbox area.
- ❖ Responding to newsletter requests and Contact Us forms that are submitted through the website.
- ❖ Helping people set up and access their Breeze accounts.
- ❖ Printing/scanning/emailing documents upon request.
- ❖ Maintaining such documents as the Door Code list as well as usernames and passwords for numerous accounts.
- ❖ Running various reports in Breeze.
- ❖ Helping to schedule photo sessions for the UUSD Photo Team.
- ❖ Scheduling Zoom reservations.

I'm sure there are some things I've missed and there will be more to come, as this congregation grows. I look forward to continuing to streamline the processes in the Office while supporting this church and all its growth and challenges over the next year.