



Professional Church Secretaries Association

Website: www.pcsa.ca

PCSA "Knowledge Is Power" Survey Results

How well do we know one another in the PCSA? Do you have an understanding of the religious affiliations that we span? Our workplaces, common job responsibilities, wage and vacation entitlements?

We asked you take approximately 15 minutes of your time to complete a 77 multiple choice survey so that we could get to know more about those within our association. The survey was emailed to our membership of 62 to which 40 responded, a 65.5% return.

The 2016 PCSA Conference Planning Committee thanks those who participated in completing the survey.

On the following pages you will see the results of our survey.

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PERSONAL INFORMATION

Age Group & Marital Status

Age	Marital status	Admins	Min Age	Avg Age	Max Age
40's	Married	4	41	43.0	49
	Single	1	43	43.0	43
50's	Common Law	2	56	57.5	59
	Married	15	53	56.8	59
60's	Common Law	1	69	69.0	69
	Divorced	1	67	67.0	67
	Married	13	60	63.5	69
70's	Divorced	1	71	71.0	71
It's a secret!	Married	2			

Education

Highest Education	Admins
College	11
High school	8
University	20

Married with Children?

Children	Admins	Total children
0	6	0
1	1	1
2	23	46
3	6	18
4	2	8
6	1	6
		79

Previous Job

	Admins
Admin	14
Banking	2
Info Technology	2
None	1
Other	16
Retail	4
Health	1

Personal Religious Affiliation

Where I Work	Where I Pray					
	Anglican	OTHER	Roman Catholic	United	Lutheran	Presbyterian
Anglican	4					
OTHER		1				
United	1	1	3	28	1	1

FAITH COMMUNITY (CHURCH WHERE YOU WORK)**Membership and Attendance**

Where I Work	Location	Total Churches	Avg Membership	Avg Sunday Attendance	Attendance Vs. Membership
Anglican	City	4	358	168	46.9
OTHER	Town	1	200	250	125.0
United	City	13	313	112	35.8
	Rural	2	240	109	45.4
	Town	20	310	102	32.9

Of the churches we work at, 42.5% are within a city, 52.5% in a town and two lucky Admins, 5%, are in a rural area.

WHERE YOU WORK**Present Minister**

Where I Work	Gender of present Minister	Use formal title?	Admins
Anglican	Female	N	1
	Male	N	2
OTHER	Male	N	1
United	Female	N	12
		Y	1
	Male	N	18
		Y	4

Gender of present Minister	Served under Minister of different gender	Served under another Minister	Admins	%
Female	N	N	3	7.50
		Y	2	5.00
	Y	Y	9	22.50
Male	N	N	4	10.00
		Y	3	7.50
	Y	N	1	2.50
		Y	17	42.50

After Hours Access to You

After Hour Calls	Minister has Access	%
1 - 10	25	74%
11 - 20	4	12%
21 - 30	2	6%
30+	3	9%

Member has Access	%	Admins
20	64%	25
4	13%	4
2	7%	2
2	7%	3
3	10%	6

Your Involvement at Church

Attend church where you work	Personally involved in church where you work	A member of church governing body	Admins
N	N	N	11
		Y	1
		(blank)	1
	Y	N	2
Y	N	N	2
	Y	N	15
	(blank)	Y	8

Training

Church pays for your skills training	Have taken specific training as church secretary in last five years	Admins
N	N	11
	Y	1
Y	N	22
	Y	6

Accounting Software Training

It is interesting that 18 of 38 respondents use accounting software for the purposes to input offerings, prepare cheques, invoice for room rentals etc. however 15 of the 18, 83%, have not received formal accounting software training.

Of the surveys received from 40 respondents

- 37 of us have an office of our own.
- 36 are permitted to leave the church premises for lunch.

WAGES/VACATION ENTITLEMENT

Hourly rate of pay	Min	Max	Avg	Admins	Avg hrs/wk	Avg Yrs in Position	Avg Church Membership	Avg Sunday attendance
\$13 - \$15	\$13.50	\$14.50	\$14.00	2	17.00	8.8	234	62
\$15 - \$17	\$15.00	\$16.50	\$15.57	13	19.88	9.5	313	96
\$17 - \$19	\$17.00	\$18.75	\$17.76	11	25.18	10.4	345	144
\$19 - \$21	\$19.00	\$20.50	\$19.65	6	27.17	10.6	311	146
\$21 - \$23	\$21.00	\$21.81	\$21.40	3	24.00	8.7	146	73
\$23 - \$25	\$23.00	\$23.00	\$23.00	1	32.00	16.0	400	135
\$25 - \$27	\$26.00	\$26.00	\$26.00	1	40.00	6.0	200	120
\$27 - \$29	\$27.00	\$28.20	\$27.60	2	36.25	16.8	371	115
	\$13.50	\$28.20	\$18.26	39	24.33	10.3	307	116

Work hours per week	
Hours	Admins
5-10	3
11-15	7
16-20	8
21-25	3
25-30	8
31-35	7
36-40	4

Estimated number of unpaid hours per week	
Hours	Admins
1	7
2	1
2.5	1
3	7
4	4
5	7
8	2
9	1
10	1
17	1
(blank)	8

Treatment for additional hours worked	Admins
Lieu Time	25
None	11
Paid Overtime	3
(blank)	1

Of the surveys received from 40 respondents 36 receive paid vacation and of those,

- Work hours vary from 5 to 40 hours per week
- A total of 908.5 scheduled hours are worked per week, an average of 25.25 work hours per Admin
- Vacation hours range between 15 and 200 hours
- 21 are responsible to find a replacement for their absences

JOB DESCRIPTION/RESPONSIBILITIES

Of the 40 respondents, 29 (72.5%) have an employment agreement/contract while the other 11 (27.5%) do not.

Current Position

Job title	Min Years	Avg Years	Max Years	Admins
Church Admin	1.00	9.33	24.00	14
Office Admin	2.00	11.21	28.00	19
Other	6.00	11.00	16.00	3
Secretary	9.00	13.00	18.00	4
Grand Total	1.00	10.71	28.00	40

Job Description

Position has a job description	Relevant and up-to-date	Admins	%
Y	N	8	20.00
	Y	31	77.50

Position understood?

Members understand what you do	You are appreciated by your congregation	Total	%
N	N	2	5
	Y	10	25
Y	Y	28	70

%	Question
7.5	Keep the minister's appointment schedule
60.0	Answer directly to the minister
20.0	Handle Minister's correspondence
97.5	Prepare Sunday worship bulletin
52.5	Prepare computer based worship presentation (eg. EasyWorship)
52.5	Prepare church newsletter
100	Maintain church address database
100	Answer in-coming calls to church office
71.8	Provide referral service for call-ins needing counseling
87.5	Liaise with vendors and suppliers to the church
65.0	Make updates to the church website (if available)
40.0	Provide on-phone counseling
95.0	Handle room rental enquiries and bookings
82.5	Invoice tenants and others for room rentals
27.5	Manually change external sign or program an electronic sign

TECHNOLOGY

- It is interesting that 7.5% of those responding do not have a photocopier in the church.
- 97.5% have access to internet from office.
- 95% have a church website.
- 67% place their church newsletter on their website.
- 72.5% of church newsletters are sent via email.

Computer software products used in your job

	Admins
Power Church	14
Church Watch	4
EasyWorship	7
Microsoft Excel	37
Microsoft PowerPoint	30
Microsoft Publisher	22
Microsoft Word	37
QuickBooks	5

Other software products used

Adobe Illustrator	Mailchimp	Re-schedule
Adobe InDesign	Microsoft Access	Servant Keeper
Adobe Photoshop	Microsoft Outlook	Simply Accounting
Church Windows	MP6	Sundays & Seasons
Donation	paint.net	wix (for website)
EditPlus	Print Master	WordPerfect
Facebook	Quattro Pro	Wordpress
Google calendar	Quicken	