

PERSONNEL POLICY GUIDELINES FOR PARISHES
JOB DESCRIPTION - OFFICE MANAGER

I. IDENTIFYING INFORMATION

Position Title: Office Manager

Status: Part time

Reports to: Director of Involvement & Engagement

II. PRIMARY FUNCTION OF THIS POSITION

The Office Manager provides customer service, secretarial and clerical support for the parish office operations and key ministries.

III. POSITION CONTENT

A. MAJOR POSITION RESPONSIBILITIES AND REGULAR ACTIVITIES

1. Provides customer care and reception services for the parish office
 - Greets all visitors, staff and volunteers with high degree of kindness and courtesy
 - Records clear and accurate information regarding all interactions, messages and daily activities
 - Accurately and benevolently fields questions about parish operations, liturgical functions, evangelical activities and school events

2. Provides secretarial and clerical services to the pastor, his vicars, directors and staff
 - Performs word processing, letter writing and document management support
 - Distributes mail, prepares regular/bulk mailings and assembles materials to support all ministries
 - Develops and maintains accurate filing systems in compliance with Archdiocesan record retention guidelines
 - Manages inventories, ordering and receiving of office and liturgical supplies
 - Manages telecom systems for timely and accurate receipt and placement of telephone calls and messages

3. Provides general administrative/ recordkeeping services for the parish
 - Assists in maintaining records for the parish office (e.g. recording of marriages, baptisms, funerals, new parishioner registrations, financial contributions, etc.)
 - Performs regular data entry activities in various software tools
 - Assists with accurate preparation of accounting activities and other key procedures upon direction

4. Welcomes, coordinates and schedules volunteers in the parish and school under supervision of Directors
 - Proficiently uses scheduling software for parish and school event/facility management, volunteer coordination and accurate scheduling of appointments

IV. POSITION SPECIFICATIONS/REQUIREMENTS

A. SKILLS, KNOWLEDGES AND/OR ABILITIES (SKAs)

- Must have proficient knowledge of and skill in a digital office environment with strong database, word processing and keyboarding skills
- Must have demonstrated ability to communicate effectively verbally and in written word
- Must have working knowledge of how the parish family, school and directorships operate and to grasp quickly how the parish office functions to serve and protect others
- Must have ability to maintain confidentiality in all matters
- Must have ability to work with, support and care for a variety of persons throughout the parish and community

B. EDUCATION, TRAINING AND/OR EXPERIENCE

Previous training on/or applicable experience using digital office technologies, telecom systems and software is required.

V. WORKING ENVIRONMENT

Employees of NE-9 Parishes will have knowledge of the Catholic faith, a willingness to work for a Catholic, faith-based agency and adhere to the policies of the Catholic Church. Employees will not publicly oppose the teachings of the Catholic faith nor publicly advocate for any position in conflict with Catholic teaching, or the specific positions of the Archdiocese of Cincinnati or the United States Conference of Catholic Bishops. This requirement includes any public speech, demonstration or writing including the use of social media or other digital technologies.

VI. ACKNOWLEDGEMENT

I have read, understand and agree to perform all job duties and requirements outlined in this job description.

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____