

Parishes of Kirkland
JOB DESCRIPTION

POSITION TITLE: Office Manager

NAME:

**REPORTS TO: Director of Parish
Administration**

DATE:

GRADE: 5

POSITION PURPOSE

The Office Manager creates an effective and efficient office environment for both staff and visitors. As the welcoming face of the front office, this person represents the pastor and provides guests with their first impression of the parish. This position will ensure the smooth operations of the front office at the Holy Family campus, as well as ensuring smooth cross-campus communications and interactions. This position also assists in the coordination of the pastor's appointments. We are seeking a highly motivated, friendly person to present the face of the parish to all who come to the office.

POSITION SCOPE

This is a full-time, benefitted, year-round hourly position, not to exceed 40 hours per week. Weekend and evening work may be needed.

PRIMARY RESPONSIBILITIES

1. Assists the Pastor with scheduling of meetings and coordination of calendar appointments. Manages calls and messages for the Pastor, as well as assisting with pastor correspondence.
2. Provides proper assistance to persons calling or visiting the parish office and refers them to appropriate staff members, services or agencies.
3. Schedules reception volunteers to cover reception desk during meetings, lunch, and other duties. By maintaining volunteer coverage for the front desk, the Office Manager will have opportunities to work on special projects for the Pastor and leadership team.
4. Ability to provide clerical support to other administrative staff members as needed and as able by demonstrating proficiency in MSOffice & ParishStaq products including but not limited to: Outlook, Word, Excel and PowerPoint.
5. Maintains an up-to-date working knowledge of the different parish ministries in order to provide callers and visitors with accurate information regarding the programs, services and activities of the parish.

6. Utilizes other church, social service, community and/or government directories to provide accurate and helpful information to callers and visitors as able including St. Vincent de Paul, Eastside Pastoral Care, etc.
7. Provides assistance to parishioners requesting Mass intentions and Mass cards. Provides information about stipends. Accurately documents incoming Mass Intentions for future scheduling and ensures intentions are submitted to bulletin editor in a timely manner. Assigns Mass Intentions for future Masses and informs requesters of dates a week ahead of schedule. Accurate record keeping is a must. Monitors priest schedule to ensure Mass Intentions are rescheduled when a Mass cancellation occurs.
8. Ensures all parish office supply needs are met by ordering office supplies, copier supplies, kitchen supplies and ensuring adequate stock on hand for regular use items.
9. Responsible for the appearance of the front office and all communal staff areas. Ensures packages are removed promptly from the lobby, maintains the staff workroom in a neat and organized manner, ensures conference rooms are prepared for usage, and hallways and staff kitchen are clear.
10. Ensures liturgical scripts have been appropriately updated for all Masses. Assists with setup of the church before weekends and holidays. This includes managing church cleaner volunteers to add/remove envelopes and QR codes from the pews in a timely manner, as well as confirm bulletins are placed in the church and any other setup has been performed (e.g. tables, chairs, banners, etc.).
11. Attends all staff meetings and takes meeting minutes that accurately reflect the action items and decisions for archival purposes. Sends minutes to staff for review and final revisions.
12. Assures that incoming and outgoing mail for the parish office is handled in an appropriate and timely manner on a daily basis by distributing incoming mail to staff mailboxes and taking outgoing mail to the exterior mailbox. Assures packages delivered are promptly forwarded to the proper person. Assures postal machine has funds available and necessary supplies are kept in stock. Arranges service/repair when needed. Sends postage report to Accounting Specialist monthly.
13. Assures the parish office automatically opens each work morning and closes at the end of the day. For holidays/office closures, ensure that the phone system has an appropriate message and manages the voicemail system for any system changes.
14. Assists the Director of Parish Administration and Director of Parish Life with the parish stewardship process by sending “invitation to register” emails to prospective parishioners who complete “welcome” cards. Works with the parish Welcome Committee to personally call all newly registered parishioners and welcome them to the parish. Answers new parishioner questions about sacraments, volunteer opportunities, etc.

SECONDARY DUTIES

1. Provides clerical assistance as requested by the supervisor. This includes word processing, filing and record-keeping, preparation of parish mailings, etc.
2. Works with the supervisor to arrange receptionist coverage when anticipating a planned leave.
3. Maintains a level of professional knowledge and skill required for this position by reading appropriate materials and attending appropriate workshops.
4. Performs other duties as assigned by the supervisor.

ESSENTIAL QUALIFICATIONS

1. Willingness to work as part of the parish staff team to accomplish the mission of the parish
2. Ability and desire to use God-given gifts and talents in service of the local Church in support of the collaboration between lay and ordained ministers.
3. Active member of a parish/faith community and in good standing with the Church

Employee signature _____ Date _____

Manager signature _____ Date _____