



Saint Mary Catholic Community

Job Title: Administrative Assistant/Communications Coordinator
Department: Operating & Admin
Reports To: Pastor
FLSA Status: Non-exempt (Hourly)

Prepared By: Joanna Haddon, HR
Coordinator
Prepared Date: May, 2024
Approved By:
Approved Date:

Purpose: Responsible for addressing all in-coming calls and parish emails, greeting office visitors, and processing parish mail. Projects a professional image through all verbal, written, and in-person interactions. Provides administrative and clerical support for the parish, including maintaining parish calendars, maintaining parishioner database, entering data, and overseeing bulletin and website communication. Regularly uses skills of interpretation and judgement, as well as general knowledge of policies and practices. Maintains confidentiality and appropriate discretion in all areas of responsibility.

Essential Duties & Responsibilities:

Office Reception & Administrative Support

- Responsible for the opening and closing of the office during parish business hours.
- Opens church doors to allow visitors to go into the sanctuary during business hours and locks the door when office hours are completed.
- Greets parishioners, visitors, and those seeking assistance and directs them accordingly, providing a sense of hospitality and welcome, and proactively linking individuals with appropriate staff or outside agencies.
- Answers incoming phone calls and emails, responding timely and/or directing needs accordingly.
- Sorts and directs office mail.
- Updates and maintains all parish calendars, including all parish events, building usage, and interoffice calendars.
- Assists with scheduling of Mass intentions and collects fees. Maintains files for memorial gifts, acknowledgements, and prayer requests.
- Assists ministry staff in preparation of sacramental certificates. Prepares and prints replacement certificates upon request.
- Maintains a tidy reception area and keeps storage and supply areas in good order.
- Responsible for care of office coffee pots and coffee machine, including making coffee as needed.
- Attend weekly staff meetings and occasional, after-hour gatherings where staff assistance is needed for special events and occasions.
- Assist with other administrative tasks and duties, as directed by the Pastor/Finance Director

Communications

- Designs and prepares bi-monthly parish bulletins, including collecting content, formatting, and publishing/printing.
- Develops, collects, updates, and maintains web content for parish website through e-Catholic.
- Supports all departments with communication needs, such as flyers, forms, leaflets, and other materials.
- Supports all finance office and finance council efforts in stewardship communications.
- Produces annual parish report in conjunction with staff and finance council input.

Mail and Production Room Duties

- Provide mail room services, including maintenance and upkeep of postage meter.
- Receives and sorts mail and deliveries.
- Maintains services for photocopy and mailing machines, daily checking and filling paper trays and other supplies as needed.

Competencies:

Better Health

Develops self and others by continually improving health through all aspects of physical and mental well-being.

Service

Committed to customer service excellence. Is attentive to detail and accuracy and looks for improvements continuously. Monitors quality levels, finds root cause of quality problems, and owns/acts on quality problems.

Collaboration

Works well with others and displays team-oriented behaviors in all interactions. Actively works to create a win-win environment, and treats parishioners and visitors with respect.

Innovation

Generates new ideas and challenges the status quo. Supports change, solves problems creatively, and encourages creativity in others.

Caring

Demonstrates concern for others. Shows respect for our customers, coworkers, and business partners.

Integrity

Deals with others in a straightforward and honest manner. Is accountable for actions; maintains confidentiality, and behaves in a manner consistent with the diocesan Code of Business Ethics and Conduct.

Adaptability/Flexibility

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, and adjusts plans to meet changing needs.

Communication

Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, and has good listening skills.

Job Knowledge

Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands diocesan mission/values, keeps job knowledge current, is in command of critical issues.

Problem Solving/Analysis

Breaks down problems into smaller components, understands underlying issues, can simplify and process complex issues, understands the difference between critical details and unimportant facts.

Productivity

Manages a fair workload, volunteers for additional work, prioritizes tasks, develops good work procedures, manages time well, handles information flow.

Teamwork

Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Minimum Requirements:

- Associate’s degree, or equivalent education/experience.
- Two years of experience as administrative assistant, communications coordinator or similar role.
- Thorough working knowledge of Microsoft Office Suite.
- Demonstrated ability to learn and successfully use a variety of computer software products, office equipment, and office technology products.
- Demonstrated ability to communicate and work effectively with the public, colleagues, parishioners, and agencies.
- Successful completion of *Protecting God’s Children* Training and monthly VIRTUS training.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, talk and hear. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

This position functions in an office environment with a controlled atmosphere building. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature of the work being performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications. The Diocese of Helena reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

I am able to perform the essential functions of this position with/without accommodations.

Employee Signature: _____ Date: _____