

**ST. ALPHONSUS CONGREGATION
JOB DESCRIPTION**

Office Manager/Communications Coordinator

Reports to: Pastor

Supervises: Parish Receptionist

Position Type: Full-time, exempt; 40 hours/week, 12 months

SUMMARY DESCRIPTION

The Office Manager/Communications Coordinator will serve as office manager for the Parish Office, performing a variety of complex, responsible, and confidential administrative duties requiring a thorough knowledge of parish procedures and precedents, coordinate all communications from the Parish Office, and perform related work, as required. This position involves partnering with all Pastoral Staff and key committee members on a variety of communications initiatives. It is broad in scope and serves to connect many areas of parish life through well-coordinated communications efforts; therefore, this position requires the ability to work independently, exercising judgment and initiative, while working well in a team environment.

DUTIES AND RESPONSIBILITIES

Office Manager

1. Serve as office manager for all Parish office staff, including managing the receptionist's duties and maintaining inventory of office supplies and forms.
2. Oversee operation of all office equipment, including computers, printers, copy equipment, and telephone system; contract with equipment specialists to maintain, repair, or replace equipment, when needed.
3. Serve as administrative assistant to the Pastor and Associate Pastor, as requested.
4. Assist receptionist in scheduling baptisms, funerals, and weddings, and coordinating the schedule with clergy and pastoral staff, as needed. Prior work in these areas will make a much smoother onboarding experience.
5. Manage the Parish membership database (currently in Parish Data Systems), delegating tasks to the appropriate staff member in entering, updating, and reporting data.
 - a) Process and record (or delegate as needed) all new member registrations, contact information changes, and sacramental information. Meet personally with persons who wish to register including going through the membership materials with the new parishioners, as needed.
 - b) Supervise staff in generating reports and labels as needed, including quarterly and year-end giving statements, Archdiocesan data updates, and contribution envelope orders.
 - c) Ensure School and Christian Formation information is kept up-to-date.
 - d) Ensure contribution data is recorded properly and supervise corrections, as needed.
6. Work with staff to gather information for annual Status Animarum report to Archdiocese; supervise the entry of report into Archdiocese survey system.

7. Coordinate and order weekly, special and children envelope packets, as needed.
8. Coordinate all facility scheduling activities, providing direction and support to the Parish receptionist, or other staff members.
9. Organize and publish the presider's weekday and weekend schedules.
10. Provide assistance to the Director of Liturgy and Music in creating the memorial banners for Christmas, Easter, and All Souls Day donations, and, in their absence, creating funeral orders of worship.
11. Meet personally with parishioners to select, schedule and record memorial Mass dates.
12. Perform other duties and responsibilities as assigned.

Communications Coordinator

1. Coordinate all communication vehicles for Parish, working with School staff to ensure consistent, widespread messaging on all communication vehicles (church lobby monitors, outdoor electronic sign, weekly bulletin, bulletin inserts, Mass announcements, website, Facebook page and new member welcome packets).
 - a) Manage, create, edit and transmit the weekly parish bulletin; supervise back-up assistance from other staff.
 - b) Manage Parish website and Archdiocesan Extranet, in conjunction with pastoral staff and School marketing coordinator.
 - c) Maintain Parish social media sites, such as Facebook, YouTube, including monitoring comments posted, responding to inquiries and providing feedback to staff
 - d) Research and implement additional methods of communication, as other needs arise (Twitter, Parish App, Constant Contact, etc).
 - e) Adapt, implement and maintain a parish and school branding standard
 - f) Evaluate effectiveness of above-listed initiatives, making modifications as necessary, in support of parish goals and objectives.
2. Coordinate and publish printed documents and website listings of staff and Pastoral Council members' contact information; including, but not limited to, staff phone directory, emergency phone chain, and Pastoral Council listing.
3. Provide back-up assistance to Parish receptionist in answering phone calls and greeting visitors to the Parish office.
4. Coordinate Parish office volunteers for help with receptionist duties and parish mailings.
5. Check daily for parish e-mail messages and respond or distribute as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge

1. Active, practicing Catholic who regularly attends Mass on weekends and holy days.
2. Dedicated to life-long learning in her/his own professional and faith development.
3. Bachelor's Degree required, preferably in Marketing, Journalism, Business Administration, or related field. In lieu of a degree, commensurate experience will be considered.
4. Proficient in using Microsoft Office, Microsoft Publisher, database management, website content management, and social media tools.
5. Skill in data entry with the ability to generate required reports.
6. Knowledge in the use of office equipment; ability to troubleshoot and address issues that arise, including researching and hiring outside contractors for maintenance and repair of

computers, printers, copy equipment, and telephone systems.

7. Knowledge and experience with Parish Data Systems software (Census/Contribution and Facility Scheduler) preferred.
8. Thorough knowledge of office procedures.
9. Experience in a Catholic parish office environment preferred.

Skills & Abilities

1. Professional working attitude and collaborative approach; creates an environment for positive and open communication.
2. Ability to maintain confidentiality.
3. Clear and concise verbal and written communication skills; strong editing skills; attentive to details.
4. The ability to greet visitors and answer the telephone in a pleasant and courteous manner.
5. The ability to keep accurate records and files.
6. The ability to work independently with minimal direction and supervision; self-motivated.
7. The ability to make administrative management decisions.
8. Good work habits, punctuality, responsibility, honesty, and dependability.

ADA Physical Requirements

- The employee is regularly required to sit, stand, walk, talk and hear.
- The employee is frequently required to sit for extended periods; use hands; reach with hands and arms.
- Close vision required for paperwork and computer.
- Able to utilize computer keyboard, monitor, and telephone.
- This role functions in an office environment and uses standard office equipment.
- Ability to lift 20 pounds.

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.

Qualifications

- Approved criminal background check.
- Trained in Archdiocesan *Protecting All God's Children* program (Parish will provide upon offer of employment).