



# CATHOLIC NACOGDOCHES

## Position Description

**Title:** Office Administrator

**Type:** Non-Exempt

### **Primary Purpose**

The primary purpose of the Office Administrator is to assist the Pastor and Business Manager in office and administrative matters for Sacred Heart and Our Lady of Guadalupe.

### **Primary Responsibilities**

#### Communications and Visitor Reception

The Office Administrator is responsible for ensuring that all communications are received and forwarded to the appropriate staff, that all calls are answered with appropriate action, and that all visitors are welcomed.

1. Receive, greet and assist visitors to the parish office.
2. Assist visitors in filling out forms and/or other administration-related requests.
3. Maintain set office hours for the parish and find suitable replacements when unavailable.
4. Assist the volunteers to cover the front desk when out and maintain the Front Office Manual.
5. If you cannot make your scheduled time, communicate with the team to cover the shift and notify the Business Manager.
6. Primary phone coverage (first to answer all incoming calls), take complete messages and ensure they are delivered in a timely manner, generally within the hour, to the correct recipient.
7. Make calls as requested.
8. Communicate with parishioners and staff concerning meetings, events, and programs.
9. Good communication, verbal and written, is expected at all times.

#### Support for Pastor and Office Staff

The Office Administrator is to provide office support for the Pastor and other staff members.

1. Receive, record, and schedule Mass intentions.
2. Retrieve requested sacramental records as directed and prepare sacramental certificates.
3. Maintain calendars in an accurate and timely manner: Facilities Use, Parish Events, Internal Office and priests (upon request).
4. Take and post room reservations for parish facilities.
5. Assist with the coordination of parish events.
6. Draft letters as needed for the Pastor and staff.

7. Sort and distribute incoming mail and packages.
8. Prepare and mail US/UPS/FedEx mailings and packages upon request.
9. Maintain and replenish office inventory.

#### Financial Responsibility

The Office Administrator is responsible for assuring that all donations are accounted for immediately upon receipt within appropriate categories.

1. Account for all donations for Mass intentions, flowers, parish groups, weekly collections, etc.
2. Manage the parish database for quality control and accuracy.

#### Other

1. Perform other duties as assigned.
2. Maintain a high degree of confidentiality. When in doubt, keep confidential or clarify with the Pastor.
3. Maintain an organized and clean office environment.
4. Personal appearance should always be professional as appropriate to the position and the various events and activities that occur at and in relation to the ministry.
5. Attend weekly Admin meetings with Business Manager.
6. Attend monthly staff meetings.
7. Attend Bi- Annual Inservice Weeks

#### **Primary Relationships**

The Office Administrator directly reports to the Business Manager responsible to the Pastor. The Office Administrator is also accountable to relate with all other staff, parishioners and volunteers in a positive, helpful, and professional manner.

#### **Qualifications:**

- Strong organizational skills.
- Proficient on computer, Google Drive, and telephones.
- Ability to multitask and time manage.
- Experience in customer service and parish life.
- Ability to maintain confidentiality.
- Bilingual.

**To apply for this position or if you have any questions, please contact Lenny Espino, our Sacraments and Admin Director, to [lespino@catholicnac.org](mailto:lespino@catholicnac.org).**