

Job Description

Diocese of Orange, St. Justin Martyr Roman Catholic Church

Position Title: Office Assistant

Job Classification: Non-Exempt Full Time

Department: Administration, Parish Office

Reports to: Business Manager

Pay Range: \$17-24

Based on experience, education and qualifications

Work Schedule: Monday – Friday 9 AM – 6 PM and available to work on weekends when required.

Preference is given to practicing Roman Catholics.

Job Summary

The Office Assistant contributes to the daily functions of the parish office offering a welcoming atmosphere for all parishioners and visitors who walk in, call or email the parish office.

Responsibilities: Because all St. Justin Martyr employees represent the Roman Catholic Church, they are expected to conduct themselves according to the goals and mission of the Church in performing their work.

Desired:

Two-year experience as a receptionist/office worker preferably in a church environment or customer service.

Internal/External Contacts: Pastor, Parochial Vicars, Parish Staff and volunteers, parishioners.

The position of Office Assistant consists of some or all of the following duties:

- Opening and closing the Parish Office.
- Receptionist at office
 - Assist caller with questions and information. Route calls to appropriate person for handling.
 - Assist in-person coming to the office:
 - Mass scheduling
 - Sacraments: Baptism, Marriage or Life Events: Anniversaries, Quinceañeras, Funerals, Memorial Masses etc.
 - Distribute and route incoming mail
 - Issue facility room keys to authorized coordinators of Parish groups for St. Justin and SHM. Log keys back in and follow-up if keys are not returned.

- Emergency sick calls request and information given to priest to attend to those calls.
- Administration duties:
 - Look up and prepare certificates for weddings, baptisms, and other Sacraments for those requesting following certificate request procedures.
 - Follow cash handling guidelines for payments of weddings, quinceañeras, etc.
 - Enter sacrament information into the Church's permanent record books and in Parish Database.
 - Create permission letters for sacraments at other parishes, miscellaneous letters to parishioners, groups and organizations
 - Keeps current information on the Parish database from inputting new families to updating current register families.
 - Records accurately the donation envelopes and any other taxable donations to the parish database for all contributors
 - Assist priests in setting up or changing appointments
 - Performs other duties as assigned.

Qualifications

- Bilingual (Fluent in English and Spanish)
- Maintains strict level of confidentiality
- Intermediate proficiency in Microsoft Office applications, including Excel, Word, and PowerPoint and navigation of internet
- Works well in teams and able to take initiative and work independently
- Ability to work and respond with positive attitude under pressure
- · Goes above and beyond to provide excellent customer service
- · Timely completion of assignments and ability to prioritize
- · Extremely accurate, detail oriented, and quick learner
- · Effective oral and written communication, and problem-solving skills
- · Takes initiative to learn and develop oneself
- · High degree of commitment and adherence to deadlines
- · Strict standard of confidentiality and ethics
- · Commitment to the mission of the Catholic Church
- Some knowledge of Catholic faith and doctrine.
- Knowledge of office procedures and methods including,
 - Multi-lined phone communications system
 - ▪ Record keeping.
- Ability to type 40 words per minute.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Typical Working Conditions: Typical Office Environment:

Equipment Used: Basic computer equipment, keyboard, mouse, telephone, copier, calculator, credit card machine and paper shredder.

Essential Physical Tasks: Communicate, move, remain stationary and occasionally carry material as needed up to 25 lbs.