

# **OUR LADY OF THE LAKE CATHOLIC CHURCH**

## **ADMINISTRATIVE ASSISTANT FOR PASTORAL SERVICES**

Provides administrative support for the Pastoral Team members (liturgy, music and formation) and front desk reception services. Provides Parishioner Services on Sundays.

### **ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:**

1. Provides administrative support for members of the Pastoral Team including Liturgy, Music, Adult Formation, Child and Youth Ministry.
2. Provides information and other services to parishioners on Sunday mornings (Mass intentions, cards, parish registration, and other tasks as needed.)
3. Assists the Music and Liturgy Coordinator in producing weekly and seasonal worship aids, scheduling and communicating with liturgical ministers, and other related tasks.
4. Assists the Pastoral Team with program registrations, promotional materials, supplies, volunteer scheduling and support including on Sunday mornings.
5. Answers telephone and screens calls in a timely, professional, and pleasant manner. Answers questions, routes calls to proper person or ministry, and resolves problems within scope of authority and responsibility.
6. Greets and receives individuals and groups at the parish office and provides assistance or directs them to the appropriate offices or ministries.
7. Performs other work-related duties as requested.

### **Qualifications**

1. Comfortable working in Adobe Suite System (InDesign, Photoshop, Acrobat Pro) preferred but not required. Will teach.
2. Proficient in Microsoft Office (Word, Excel, Outlook, etc).
3. Ability to update a "Content Management System" (CMS). Knowledge of Ministry Scheduler Pro (MSP) preferred but not required. Will train.
4. Ability to work on a variety of projects, often with critical deadlines.
5. Ability to work in a team-like setting.
6. Ability to problem-solve around unique front office situations.
7. Ability to quickly learn and utilize new online and network applications.
8. Understanding of Catholic Liturgy and Sacraments.
9. Performs other work-related duties as needed.
10. Able to be interrupted multiple times and maintain focus.

**JOB SCOPE:** Position encounters both recurring work situations and occasional variations and questions. Incumbent operates from specific and definite directions and instructions, but also determines own practices and procedures, performing with only moderate supervision.

**COMMUNICATION/CLIENT CONTACT:** Contact are made with others both inside and outside the organization, either by telephone or in person. Contacts frequently contain confidential/sensitive matters necessitating discretion at all times. Contacts are made by both supervisor's request and on the employee's own initiative.

**SPECIFIC JOB SKILLS:** Understanding of general principles of office operations and front office procedures. Proficiency with computer, calculator, and all basic office equipment, including experience with word processing and graphics software. Must be able to prioritize workload to meet demands. Requires excellent communication skills (both verbal and written) and organizational skills with ability to meet deadlines. High level of accuracy and attention to detail with ability to maintain confidentiality. Requires extensive close work and keyboarding. Ability to use telephone for long periods of time.

**EDUCATION AND/OR EXPERIENCE:** College graduate preferred; however, we will accept some college education in the right candidate. Knowledge and understanding of church organization and operational procedures is a plus. Practicing Catholic preferred. Valid driver's license.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is required to stand, walk, talk, reach, sit, finger, hear, handle, and perform repetitive motions of the hand/wrists. Lifts and moves items up to 20 pounds.

**JOB CONDITION:** Work is performed in an office setting, under continual, tight deadlines. Employee may be required to attend an occasional event meeting and do extensive computer work.

*The physical demands and work environment characteristics described above are representative of the physical capabilities that must be met by an employee and the working conditions that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.*