

St. Catherine of Siena
Portage, MI
Office Supervisor Position

Full-Time Monday through Friday 9:00 a.m. – 5:00 p.m.

Serves as the key face of the parish, supervising the front office staff, leading funeral and ministry to the sick coordination, ensuring accurate maintenance of parish database, coordinating rental space and sacramental preparation and records consistent with diocesan policies, liturgy and other scheduling for clergy and Parish liaison for groups as needed. Duties include, but are not limited to:

Front Office, database and scheduling

- Supervise Front Office staff and volunteers - Ensure coverage during office hours and that they are properly trained to handle basic office functions and respond to inquiries with high level of customer service. Manage and provide performance feedback on a regular basis.
 - Create or modify procedures to increase efficiency and effectiveness.
 - During absences, provide front desk coverage and interface with parishioners and/or visitors.
 - Oversee scheduling of liturgical volunteers, providing back up to Administrative Assistant
- Parish database – Accurately maintain database for new, inactive or changed parishioner information, as well as ministry volunteers, in Church Office software.
- New members – Oversee applications, communicating to and following up on New Member packet distribution, coordinating with the Welcoming Committee and connecting new members with pastoral associates, clergy and sacramental needs such as baptisms and marriage preparation.
- Volunteers – Coordinate, train and oversee: Clerical Guild to assist at the front desk and guide them through other project opportunities, Linen Guild to ensure they clean purificators on a timely basis and volunteers to insert bulletin pages and conduct mass mailings to parishioners.
- Rental space - Ensure compliance with rental policy as it relates to outside groups. Collect deposits, process to Accounting and accurately complete the Facility Scheduler Form, communicating all needs as soon as possible to IT and Maintenance.
- Liturgy and priest scheduling - Maintain schedule and revisions for St. Catherine masses and presiders on Google calendar and enter updates in individual priest calendars as needed
- Copiers - Order and stock paper, toner and other supplies; coordinate and authorize service repairs and interface with outside vendor at time of contract renewal to discuss and recommend lease or purchase terms in collaboration with management.
- Parish Liaison - Schedule facility and respond to other requests for parish-related and other groups, ensuring Facility Scheduler form is completed accurately and communicated to Facilities.
- Organize events such as Back to School and Advent Giving Trees.

Funeral Coordination

- Coordinate all aspects of the funeral with the parish and funeral home to confirm the service date/time requested, including confirmation of priest (with Pastor) and parish facility availability, addressing other building needs, arranging musicians, sacristan, altar servers, etc. Complete and distribute the notice of death to staff and service details to clergy and musicians in timely manner.
- Serve as Parish Liaison for funeral luncheon volunteers: Recruit, train and schedule volunteers, provide estimated number of guests and coordinate catering order upon family request.
- Plan annual remembrance service in November for recently bereaved families, including coordination with clergy and staff regarding service details, event publicity and hospitality needs.

Ministry to the Sick

- Lead and coordinate lay ministers and volunteers to minister to the sick of the parish through the distribution of Communion at home, area hospitals, nursing homes and hospice facilities. Monitor sub requests and ensure coverage when needed.

Sacramental Preparations

- Ensure proper sacramental recording and scanning for parishioner baptisms, confirmation and First Communion and obtain baptismal certificates prior to first communion and confirmation. Schedule baptism classes and obtain proper sacramental certificates where needed and prepare notifications of proper (“good”) standing for sponsors.

Weddings

- Maintain wedding schedule in the liturgy calendar and schedule wedding rehearsals and servers and submit facility scheduler request form after checking availability in Facility Scheduler.
- Create collateral materials such as the “Planning for Holy Matrimony” booklet and assemble marriage paperwork and information folders for couples preparing for marriage.
- Coordinate the Marriage Preparation class, *Joined by Grace*, register couples for the FOCCUS and set appointments to meet with a priest or deacon.
- Direct the wedding assistants and act as liaison between the couples and the assistants.
- Prepare the diocesan paperwork for visiting priests.
- Review the marriage files to ensure that all dispensations and paperwork has been properly obtained and collect wedding stipends, review for accuracy and distribute to appropriate staff.

Qualifications & Experience

- High school diploma is required; Associate degree is preferred.
- Minimum of 2 years of experience in a similar office coordinator role; Parish experience is preferred.
- Leadership experience in managing people or volunteers is required, along with ability to provide performance feedback and mentor others to take the lead.
- Must have a familiarity with the Catholic Church and sacramental requirements.
- Must be proficient in MS Word and Publisher; Basic proficiency with MS Excel is required.
- Experience with ACS Parish Data Systems Church Office software is preferred. Must have ability to accurately and independently maintain the parish database.
- Must possess skills for compassionate handling of difficult personal situations in pastoral setting.
- Good organization and communication skills with solid attention to detail, ability to manage multiple tasks, meet deadlines and work collaboratively with staff.
- Comply with the Employment Policies and the Employee Handbook, maintaining confidentiality of parish, staff and parishioner information and conducting self in a professional manner at all times.
- Maintain up-to-date Safe Environment (Virtus) training.
- Ability to use laptop, projector and portable amplifier, TV and DVD player.
- Attend all meetings as directed, including Staff meetings.
- Physical demands - Largely a sedentary role; however, some lifting, up to 20 pounds, is required. Ability to sit, bend, or stand as necessary and carry light objects related to office work.

If you are interested and qualified for the role, please apply on Indeed: <https://www.indeed.com/job/office-supervisor-a0b489c2d8887e3a>

Feel free to contact Rachel Ogrin, HR Director, with any questions: rogrin@stcatherinesiena.org