

St. Gabriel the Archangel Catholic Church
POSITION DESCRIPTION

POSITION TITLE:	<i>Parish Life and Operations Manager</i>
Date:	November 2021
FLSA	Non-exempt
Reports to:	Parish Business Administrator
Indirectly Reports to:	Pastor
Provides work direction to:	Volunteers
Receives work direction from:	Business Administrator, Pastor
Resource Person To:	Parish ministries & organizations; liaison to parish committees upon request
Benefits:	This position is full time with benefits
Hours hired to work:	Full Time; 40 hrs. week/12 months (2080 hours). The hours may include weekend and evening work depending in ministry needs.

Purpose of Position: The Parish Life and Operations Manager is a key member of the parish staff, responsible for maintaining an organized office and acting as a liaison between parishioners and parish leadership. This includes managing day-to-day office operations, volunteers, facility usage, and parish membership information, as well as providing skilled office services to parish ministries, facilitating communications for parish ministries, clergy, staff and parishioners, and extending hospitality as reflected within the vision of the parish mission. This position supports the Pastor and parish staff to help facilitating the unity of our Latino and Anglo communities; providing direct support to the Latino community for their ministry needs.

GENERAL RESPONSIBILITIES

Employment in and by the Church is substantially different from secular employment. Church employees must conduct themselves in a manner that is consistent with and supportive of the mission and purpose of the Church. Their public behavior must not violate the faith, morals or laws of the Church or the Archdiocese, such that it can embarrass the Church or give rise to scandal. It is expected that all employees respect Roman Catholic Doctrine and religious practices. Reasonable accommodation for the religious practice of employees not of the Roman Catholic faith will similarly be provided. **It is required that this employee be an active, participating Roman Catholic.**

Responsibilities:

- A. Parish Life (*).** This role actively promotes the mission of the St. Gabriel community in facilitating the unity of our Latino and Anglo communities.
1. This position specifically supports the Latino community, including visits and phone calls to the parish office, questions regarding sacramental needs, translation and communication. This position is also a liaison to Hispanic ministry volunteers.
- B. Operations (*).** Oversee all aspects of day-to-day operations in service of the parish's mission and vision.
1. ***Manage the day-to-day environment and workflow of the front office.**
 - a. Supervise volunteer receptionists & fill in when there is no receptionist
 - b. Welcoming to visitors/callers to the office.
 - c. Be the bilingual contact for Latino parishioners, visitors, or callers
 - d. Coordinate parish mailings
 - e. Maintain equipment, phone system & office supplies

- 2. *Manage facilities.** Oversee all day-to-day aspects of the facilities for the parish. This includes:
- a. Supervise contracted vendors for maintenance and custodial needs at the facilities. Communicate as necessary for required repairs. Assist service technicians regarding building repairs, inspections and installations.
 - b. Maintain the parish calendar in Outlook
 - c. Schedule requests for space use, including rentals, and coordinate setups with maintenance staff. Issue all agreements in accordance with parish policies.
 - d. Manage relationships with tenants of rented buildings including the school and convent.
 - e. Manage the door-lock system and coordinate use of keys and scan cards
 - f. Manage the on-line heating and cooling system for all parish facilities.
 - g. Manage relationships with onsite outreach programs (Loaves & Fishes)
 - h. Maintain current usage policies and protocols; ensuring all protocols are followed (safety, COVID)
- 3. *Manage Parish Membership**
- a. Maintain the parish database and run lists, labels, statements as needed
 - b. Maintain the volunteer database for ministry groups
 - c. Manage the upkeep of sacramental records and requests for certificates
 - d. Coordinate the creation & use of new member packets
- 4. *Manage Communications.** In collaboration with the communications strategy established by parish leadership, ensure a cohesive approach to parish communications for both the Anglo and Latino communities.
- a. Translate communications into Spanish as needed
 - b. Create weekly bulletin, transmitting to publisher. Coordinate distribution to both campuses
 - c. Prepare weekly Mass announcement document
 - d. Create and mail out Advent & Lent postcards
 - e. Update the website, especially where Spanish translation is needed
 - f. Send email blasts as needed (funerals, weather)
 - g. Help with worship aids if needed (funerals, holy days)
- 5. *Help create a Welcoming Environment**
- a. Make sure church entries are inviting and manage bulletin boards at each campus
 - b. Inventory and order hospitality supplies
 - c. Manage the Mass counts spreadsheet
 - d. Help coordinate events (ministry fair, special gatherings)
- 6. *Financial.** Support the Parish Business Administrator and parish staff in the financial aspects of the parish, creating essential internal financial controls across the team.
- a. Revenue. Coordinate & oversee money counting process and volunteers. Prepare other revenue deposits. Deliver weekly deposits to bank. Process ACH & credit card donations. Manage the recording of contributions into the parish database.
 - b. Expenses. Code invoices in accordance with the chart of accounts to submit to PASC for payment.
 - c. Credit Cards. Collect all receipts for credit card payments, reconciling credit card statements and submitted approved receipts to PASC.
 - d. Send out annual contribution statements to donors.

7. *Administration

- a. Coordinate all aspects of Safe Environment requirements for the parish. Administer Risk Management Procedures to ensure compliance with PCYI (Protection of Children and Youth) as the parish's Safe Environment Coordinator. Complete annual Spring Audit report, ensuring compliance by staff and volunteers.
- b. Work in conjunction with the Business Administrator on all aspects of work related to administration – such as managing historical records & files, etc.
- c. Attend all required staff meetings and retreats and attend Archdiocesan events appropriate for this position (with supervisor approval).
- d. Work collaboratively with other staff members and departments to ensure the effective accomplishment of the mission of St. Gabriel parish.

8. **Other Responsibilities:** Includes other responsibilities identified as needed by the employee and approved and/or assigned and approved by the supervisor.

Representative Responsibilities:

- A. Be present, on time and ready for work at all times that the position requires.
- B. To participate in creating a productive, harmonious environment; promoting good morale, adequate communications and cooperative teamwork.
- C. Ensure appropriate confidentiality in all matters relating to parish business.
- D. Demonstrate knowledge, understanding, and acceptance of Catholic Church doctrine and policies in the areas of liturgy, sacraments, morality, ethics, and education. Be committed to continue learning and implementing these teachings and policies.
- E. Keep informed of mandatory Church, Archdiocesan, Federal, and State laws and policies that impact on business and personnel, moral and ethical matters (e.g., staff and volunteer background checks, treatment of vulnerable adults and youth, child protection reporting requirements, sexual harassment/misconduct, insurance regulations, Health Insurance Portability and Accountability Act-HIPA, etc.). Ensure compliance with these laws and policies in all pastoral ministry programs.
- F. Perform the job in a manner consistent with moral, ethical, legal, and financial standards of civil and canon law, guidelines set by the Archdiocese of Saint Paul and Minneapolis, and Catholic Church teaching.
- G. Maintain effective, professional standards of communication (this includes written, verbal, internet, and other communication.)
- H. Maintain professional standards of behavior in the use of parish-paid work time, use of parish facilities and equipment.

The responsibilities listed above are representative responsibilities intended to describe the general nature and level of work performed by staff members assigned to this position. It is not intended to be an exhaustive list of responsibilities and qualifications required of the position. **More detailed listings of duties and tasks are outlined in supplemental documents.**

*The responsibilities above identified with * are essential functions of this position.*

I have reviewed this job description and agree that it is an accurate representation of the responsibilities of my position. I will not engage in other employment or outside activities that will interfere with this position. I understand that as the organization's needs change, my job description will also change.

Employee's signature _____ Date _____

I have reviewed this job description and agree that it is an accurate representation of the responsibilities performed in this position.

Supervisor's signature _____ Date _____

QUALIFICATIONS

- Minimum 3 years administrative office experience; non-profit a plus
- Experience in operations management, including facilities is preferred
- Minimum education: high school diploma or equivalent
- Active, participating Roman Catholic
- Bilingual: English & Spanish
- Proficient in Microsoft Office Products; Word, Excel, Outlook and Publisher
- Strong customer service/people skills and organizational skills
- Experience preparing print material
- Possess excellent oral/written communication skills
- Knowledge of general office machines and telephone/voicemail system
- Able to work independently or as part of a team
- Possess knowledge, understanding and respect for the teachings of the Roman Catholic Church
- Successfully complete the required Archdiocesan background checks and VIRTUS training
- Hold a valid driver's license

PREFERRED EXPERIENCE

- Non-profit, parish or diocesan administrative or office experience
- Experience and/or familiarity with parish life
- Experience working with volunteers
- Proficient in ParishSoft Family Suite program

MENTAL DEMANDS

- Be able to communicate in both English & Spanish
- Possess an ability of organization and an eye for detail
- Possess excellent oral/written communication skills
- Dependable and self-motivated
- Able to communicate well with others
- Flexibility and patience when interacting with staff and parishioners
- Able to maintain confidentiality

PHYSICAL DEMANDS

- Able to go up and down steps
- Able to lift up to 25 lbs.
- Able to sit for long periods of time
- Able to operate telephones, computers, and office equipment
- Able to work longer, or evening, hours when needed
- Able to freely move around both campuses and travel back and forth to each.