

ST MARTIN'S EPISCOPAL CHURCH

POSITION: Parish Office Assistant

STATUS: Full Time, Non-exempt

SUPERVISOR: Executive Support Manager

SUMMARY/OBJECTIVE

The Parish Office Assistant will support the Church by performing administrative tasks. As one of the most visible roles on campus, this person will provide exceptional customer service to guests, visitors, parishioners, and staff. He or she must be committed to the Mission and Core Values of St. Martin's Episcopal Church.

ESSENTIAL FUNCTIONS

1. To glorify God every day by affirming and valuing the Christian faith as affirmed by the worldwide Anglican Communion which emphasizes the Holy Scriptures as the primary authority and guide for individual faith and practice.
2. File, scan, and copy materials as necessary.
3. Assist with written parishioner communication.
4. Escort visitors and parishioners around campus.
5. Assist the Rector's office with administrative tasks.
6. Prepare outgoing mail; sort and distribute incoming mail.
7. Communicate effectively with all levels of staff, vendors, and visitors.
8. Plan, create, and maintain schedules to guarantee front desk coverage during regular business hours, and special events, as needed.
9. Answer the telephone, receive the public, answers questions, and refer individuals to the appropriate person or department, as applicable.
10. Maintain the campus visitor log, ensuring an efficient check-in and check-out process.
11. Resolve guest concerns immediately to secure customer satisfaction. Discern information, make associations independently and provide solutions.
12. Directs front desk activities and functions to maintain efficiency and compliance with Church policies.
13. Perform additional duties as assigned.

COMPETENCIES

Competencies required of this role:

- Ability to multitask
- Ability to prioritize tasks and meet deadlines
- Effective verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Proficiency with Microsoft Office Suite and related software
- Excellent communication skills include the ability to listen carefully and adjust his/her approach to meet demands

INDICATORS OF SUCCESS

Several of the most critical aspects of this role include:

- Handles difficult situations with utter tact and diplomacy.
- Has an impeccable customer service record; free of complaints.
- Remains composed and in control of situations; not easily excitable.
- Shows excellent judgement, deciding when issues need to be escalated.
- Has an even keeled demeanor that contributes to setting the tone for St. Martin's mission.
- Adapts approach and demeanor in real time to respond appropriately in different scenarios.
- Respects and enforces confidentiality of sensitive information and is regarded as trustworthy.
- Works seamlessly with different IT systems and programs showing command of different platforms.

SUPERVISORY RESPONSIBILITY

This position has no supervisor responsibilities.

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely involves standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

MENTAL & PHYSICAL DEMANDS

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to handle frequent interruptions.
- Ability to make quick and accurate decisions.
- Be present during established office hours and work overtime as needed.
- Have face-to-face interactions with others throughout the workday.
- Easily follow oral and written instructions; sustain concentration.
- Perform under circumstances of emotional stress, such as not yet limited to, stress from work deadlines, employee complaints, work complexity, competing priorities and understaffing.
- Regularly see, talk, listen and easily remember things, any one of which could last for extended hours; stand, walk, climb stairs, bend, and sit; use hands to finger, handle or feel; reach with hands and arms; and lift up to 15 lbs.

EDUCATION AND EXPERIENCE

Bachelor's degree or equivalent experience. This position requires excellent communication skills (written, verbal, and facilitation), and the ability to learn office software and technology quickly.

EEO/AAP

It is the policy and intent of St. Martin's Episcopal Church and its affiliates to provide equal opportunity and employment in its practices.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

SIGNATURES

This job description is approved by management:

Manager_____

The employee signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____