



CATHOLIC DIOCESE OF RALEIGH
POSITION DESCRIPTION FORM



Catholic Charities
of the Diocese of Raleigh

Position Information

Position Title: Office Manager

Department: Catholic Charities

Reports To (Title): Regional Director/Program Director

Work Schedule: M – F Hours: _____ to _____ Other: _____

Type of Employee (Hours worked per week) Regular Full Time (≥30) Regular Part Time (20-29) Part Time (≤20) Temporary (varies)

Percentage of Travel Required 0% 10% 25% 50%+

Exemption status (HR use only)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Office Manager is responsible for maintaining a hospitable, confidential, efficient and professional atmosphere in the office; providing secretarial, bookkeeping and office management skills to the operation of the regional office; establishing and maintaining appropriate professional standards; and representing Catholic Charities and its mission to the public.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Reception and Clerical:

- Greet and welcome clients and visitors and provide information on agency services
- Provide information and referral regarding appropriate Catholic Charities staff, internal programs, and other community agencies
- Answer incoming telephone calls and collect and distribute telephone messages and mail
- Perform general clerical duties such as copying, filing and organizing office materials
- Assist the Director and program staff in the management of scheduling appointments
- Compose correspondence on behalf of the Director and program staff

25.00

Duties and Responsibilities continued from page 1

Office Management:

- Purchase and manage the stock of office supplies and equipment
- Recruit, train and supervise office and program volunteers
- Perform assigned duties relative to site maintenance

20.00

Bookkeeping Duties:

- Collect payments, record and deposit revenues and donations, and write receipts and acknowledgment letters
- Assist Director in the implementation of office and program budgets
- Review monthly operating statements (i.e., Income Statements and General Ledger) with the Director for accuracy; initiate corrections as indicated
- Prepare and submit expense vouchers according to agency guidelines
- Maintain office financial records and petty cash accounts per agency policy and procedures
- Maintain client and volunteer records
- Compile and maintain program data and produce reports as assigned
- Assist with grant applications and grant reports as assigned

40.00

Marketing (at the Direction of the Regional and/or Program Director):

- Inform the community of program news and services via a newsletter, parish bulletin announcements, presentations, social media, and/or other marketing strategies
- Cultivate relationships with community organizations, churches, schools, and other entities to sponsor food drives or workshops and solicit volunteers
- Represent the agency before various audiences, including community groups, diverse places of worship, and existing or potential funders.
- Represent Catholic Charities at community resource fairs or other events as assigned

10.00

Other Duties:

- Coordinate the distribution of emergency assistance according to agency policy and procedures
- Attend agency, staff, and community meetings as determined by supervisor
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

5.00

Position Qualifications

Formal Education (minimal level REQUIRED for this position)

- No minimum education level
- High School diploma or GED
- Associates or other 2-year degree including technical/trade school
- Bachelors degree
- Masters or Professional degree (M.B.A., J.D., etc.)
- Doctorate

Degree in specific subject area: _____ Degree Type: _____
Concentration: _____

Work Experience (minimum experience REQUIRED for this position)

- Less than 1 year
- 1 - 3 years
- 4 - 6 years
- 7 - 9 years
- 10 + years

Years of specific work experience: Field: Office Support & Bookkeeping Years of experience: 3

Qualifications

General Qualifications:

- Proven ability to manage a diverse office environment including bookkeeping and organizational skills
- Proficiency in oral and written English
- Authorized to work in the U.S.

Skills:

- Excellent interpersonal skills and ability to work on assigned projects independently as well as part of a team
- Proven computer skills including Word, Excel, and other similar applications
- Demonstrated ability to work effectively with a wide diversity of people from different cultural, ethnic, and socioeconomic backgrounds

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities
- Valid NC Driver's License and a vehicle in working order for business use

Preferred:

- Bilingual in Spanish/English oral and written communications

*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings, as needed.

Position Characteristics

Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input checked="" type="radio"/>
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.