



DIOCESE OF HELENA

Job Title: Office Coordinator Department: Resurrection Cemetery Association Reports To: Cemetery Manager FLSA Status: Nonexempt, Part Time (.50 FTE)	Prepared By: Cassie Hall, HR Director Prepared Date: March 1, 2024 Approved By: Jim Carney, CFO Approved Date: March 1, 2024
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Purpose: Under general direction of the Cemetery Manager and action under own initiative, provides advanced level of administrative support including general office management and clerical support for the cemetery. Establishes and maintains departmental records and coordinates projects as assigned by the manager. Acts as a liaison between cemetery staff and the general public.

Essential Duties & Responsibilities:

- Processes day-to-day cemetery office transactions, including financial transactions.
- Handles incoming phone calls and provide reception service, including inquiries.
- Composes correspondence and reports.
- Processes incoming and outgoing mail including pick-up and delivery to the post office.
- Maintains office supplies and orders supplies as needed.
- Performs general office cleaning duties.
- Assists Cemetery Manager with meeting planning and preparations.
- Maintains cemetery records, keeping them up-to-date and easily accessible.
- Helps Cemetery Manager with summer/seasonal hiring.
- Provides employee paperwork, including timesheets, to Diocese of Helena HR & Payroll department.
- Assists families with at-need burial and inurnment arrangements, ensuring understanding of arrangements.
- Establishes and maintains strong ministry and business relationships with families and parishes.
- Responds to family inquiries in a timely, respectful, sensitive, professional manner that is consistent with the mission of the Catholic Church.
- Other duties as assigned.

Competencies:

Better Health

Develops self and others by continually improving health through all aspects of physical and mental well-being.

Service

Committed to customer service excellence. Is attentive to detail and looks for improvements continuously. Monitors quality levels, finds root cause of quality problems, and owns/acts on quality problems in the benefits realm.

Collaboration

Works well with others and displays team-oriented behaviors in all interactions. Actively works to create a win-win environment, and treats customers and other partners with respect.

Innovation

Supports change, solves problems creatively, and encourages creativity in others.

Caring

Demonstrates concern for local admin personnel. Shows respect for our customers, coworkers, and business partners.

Integrity

Maintains confidentiality and behaves in a manner consistent with Business Ethics and professional Conduct.

Adaptability/Flexibility

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, adjusts plans to meet changing needs.

Communication

Communicates well both verbally and in writing, creates accurate and punctual data inputting; may deliver presentations, and has good listening skills.

Job Knowledge

Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands diocesan mission/values, is in command of critical Priest issues.

Problem Solving/Analysis

Breaks down problems into smaller components, understands underlying issues, can simplify and process complex issues, assists in deciphering critical details and unimportant facts.

Productivity

Manages a fair workload, volunteers for additional work, develops replicable work procedures and benefit protocols, manages time well.

Teamwork

Meets all deadlines and responsibilities, listens to others and values opinions, helps leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:*Minimum Requirements:*

- Associate's degree with two years administrative work, or equivalent combination of education and experience.
- Working knowledge of Microsoft Office Suite
- Must possess good public relations skills and be able to communicate effectively with a variety of personalities in a positive and professional manner
- Must be self-initiating and possess good organizational skills
- Must be unbiased toward the Roman Catholic Church and willing to work cooperatively in its endeavors.
- Able to attain Diocese of Helena Safe Environment requirements – complete *Protecting God's Children* Training, maintain ongoing compliancy through reading of monthly Virtus bulletins, acknowledge receipt of Diocese of Helena Safe Environment policy and pass a criminal background check.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit, talk and hear. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

This position functions in an office environment with many interruptions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature of the work being performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications. The Diocese of Helena reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

I am able to perform the essential functions of this position with/without accommodations.

Employee Signature: _____ Date: _____