



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**

Work Schedule:  M – F Hours: 8:30 am to 3:30 pm  Other: Tuesday - Friday with occasional weekend hours

Type of Employee (Hours worked per week)  Regular Full Time ( $\geq 30$ )  Regular Part Time (20-29)  Part Time ( $\leq 20$ )  Temporary (varies)

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

Exemption status (HR use only)  Exempt  Non-exempt

**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 appropriately to the community.

**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/visitors and provide information on agency services
  - Provide information and referral regarding appropriate Catholic Charities staff and/or other community agencies
  - Collect, date and distribute mail and phone messages
  - Perform general clerical duties such as copying, filing and organizing office materials
  - Assist in the management of the Regional Director's schedule and correspondence
  - Compose correspondence for Regional Director to sign

30.00

**Duties and Responsibilities** *continued from page 1*

Office Management: - Purchase and manage office and equipment supplies - Perform assigned duties relative to site maintenance - Compile and transmit reports according to agency guidelines - Recruit, train and supervise office volunteers to assist where appropriate (reception, clerical, emergency assistance, etc.) - Attend agency, staff and community meetings as determined by supervisor - Maintain client records, agency and program data collection and reports as required by supervisor and/or agency policy and procedure	20.00
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Bookkeeping Duties: - Record and deposit revenues and contributions, write receipts, acknowledgements and maintain donor data base - Prepare and submit expense vouchers according to agency guidelines - Maintain office financial records and petty cash accounts - Coordinate preparation and transmit information for client and insurance billings - Review monthly operating statements (i.e., Income Statements and General Ledger) with the regional director for accuracy; initiate corrections as indicated - Assist regional director in preparation of office and program budget - Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor	45.00
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Other Duties: - Assist clients with emergency assistance needs i.e. food, clothing, supplies and information/referral - Assist with planning distribution events including food, furniture and other needed items	5.00
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## 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

- Proven ability to manage a diverse office environment including bookkeeping and organizational skills, proficiency in oral and written English, excellent interpersonal, community relations and computer skills
- Authorized to work in the U.S.

#### Special Requirements:

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

#### Skills:

- Proven computer skills including Word, Excel and other appropriate applications

#### Preferred:

- Bilingual in Spanish/English oral and written communications
- Bachelors Degree

## 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)

<b>Direct Supervision:</b> Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
<b>General Supervision:</b> 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"/>
<b>Intermittent Supervision:</b> 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"/>
<b>Administrative Supervision:</b> Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
<b>Long-Range Administrative Direction:</b> 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.*