**Position:** **Sacramental Coordinator**

**Office**: Parish Office of Religious Education

**Reports to:**  Pastor / Administrator

**FLSA Status**: Exempt

**Date prepared**: November 11, 2012

**Signatures:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ / \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Employee)*

*(Supervisor)*

**PURPOSE**

The Sacramental Coordinator is responsible for providing office operations and clerical support to the office of Catechesis of [Name of Parish]. Primary duties are customer service, composing correspondence, sacramental and other records, answering requests for information, office of Catechesis coordinating calendar events. As a member of the [Name of Parish] Office for Catechesis, this employee assists in other duties of the Office as needed, and performs all duties and responsibilities in alignment with the mission, vision and values of the Catholic Archdiocese of Miami.

**ESSENTIAL FUNCTIONS** including the following. Other duties may be assigned.

* Provide exemplary customer service to employees and others who contact the office of Catechesis by phone or in person, assess their needs and direct them to the appropriate parties. Develop a sense of hospitality and professionalism with an open-door mannerism in order to facilitate the renewal of parish structures and methods.
* Embrace and support vision and mission of the Church and demonstrate attitude of commitment to the New Evangelization.
* Work in a collaborative effort with the Director for Catechesis in the new evangelization.
* Perform clerical duties such as data input; preparing mailings, program registration.
* Maintain calendar for the office of Catechesis events, workshops, classes, sacraments and other important events.
* Acquire knowledge of parish (and school, if applicable) activities and parish groups.
* Learn process of sacramental recordkeeping and update and maintain records.
* Coordinate all parish sacraments (Baptism, Funeral/Memorial Mass, Weddings and Annulments) documental preparation.
* Create and maintain database for the office of Catechesis.
* Maintains appropriate and complete records of participants of the office of Catechesis program.
* Provide the Director of Catechesis and Accountant with support in creation and monitoring the office of Catechesis budget (income and revenue allocation) for the operation of programs.
* Collaborate with the parish bookkeeper on all program payments and records.
* Help the Director of Catechesis coordinate program volunteers.
* Collect program data and maintain the database with current information. Provide program data to Pastoral Center annually and/or as needed.
* Prepare program reports as needed.
* Provide Mass Attendance report for the program and school (sacramental grades).
* Learn Parish and Finance data entry program and enter program information data into the provided spreadsheets.
* Assist in training any temporary workers and volunteers when necessary.
* Assist as back-up Catechist when necessary.
* Learn norms and practices of local and universal Church.
* Learn basic terminology and titles of personnel in the Roman Catholic Church, especially in relation to hierarchical structure, in order to effectively relay messages and policies.
* Develop general and specific knowledge of ADOM structures and offices.
* Demonstrate Christian conduct in this role, including modest style of dress, character, positive interpersonal actions, etc.
* Assist with the office Catechesis tasks as assigned with strict confidentiality and discretion, demonstrating excellent internal and external customer service.
* Other duties as assigned.

**SUPERVISORY RESPONSIBILITY:** None.

**QUALIFICATIONS**

To perform this job successfully, the 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 Experience.**

* Minimum: High School diploma or GED and two years’ administrative experience in a customer-service environment. Data entry experience preferred.
* Preferred: Post-secondary college or business-school education and two years’ experience in a customer-service environment, including data entry.
* Experience in a Roman Catholic environment strongly preferred.
* Courses in CCP (Catechist Certificate Program) is strongly preferred.

**Language Skills.**

1. Good oral and written English-language communication skills, including clear speaking voice.
2. Good Spanish-language oral and written communication skills required.

**Other Knowledge, Skills, Attitudes.**

1. Knowledge of basic tenets of Catholic Church, hierarchical structure and entities.
2. Proficiency in MS Outlook, including calendar function. Proficiency in MS Word, basic Excel.
3. Good computer literacy, including ability to navigate search engines effectively in order to locate information for callers.
4. Must learn and familiarize self with Archdiocesan Web site.
5. Type at least 50 wpm with 90% accuracy.
6. Good verbal skills in English and Spanish.
7. Excellent customer service skills, including ability to maintain focus on and professionalism with people in challenging situations, both in person and by phone.
8. Must have good interpersonal skills and present positive demeanor.
9. Must be able to multi-task and retain accuracy in an environment of fielding simultaneous callers and visitors.
10. Must be supportive of the mission and tenets of the Roman Catholic Church.
11. Must have a professional demeanor and demonstrated ability and experience in maintaining strict confidentiality.

**COMPETENCIES**

**Customer Focus (Internal and External):** Effectively meeting customer needs and taking responsibility for customer satisfaction.

**Attention to Detail / Quality Orientation**: Accomplishing tasks by considering all areas involved, including minute details; showing concern accuracy and good quality output; accurately checking processes and tasks. Monitoring activities.

**Collaboration**: Working effectively and cooperatively with others, asking clarifying questions for the purpose of achieving common objectives. Building and maintaining good working relationships with employees.

**Dependability**: Being reliable, responsible, and dependable, and fulfilling obligations with a willing attitude.

**Managing Work**: Effectively managing time and resources to ensure that work is completed to meet expectations.

**Inductive Reasoning / Problem Sensitivity:** Sensitive to observation and identification of issues presenting out-of-the-norm and that may be indicative of problems needing to be addressed.

**Work Standards**: Set expectation of high performance standards and hold oneself accountable for accurate and timely completion of tasks and projects.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

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.

* Must be able to sit for extended periods at a workstation
* May be required to perform data entry for extended periods of time.
* Must have visual acuity to spot and re-direct unauthorized or misguided walk-ins to premises.
* Must have adequate hearing.

**DISCLAIMER**

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.