

# Administrative Assistant

## OLV National Shrine & Basilica

**POSITION SUMMARY:** Under the general oversight of the Pastor, the Administrative Assistant acts as the parish office receptionist, answering the telephone and door to welcome and assist callers and visitors. This position also manages the parish calendar, assists with scheduling Mass intentions, Baptisms, funerals, and tours of the Basilica, and maintains sacramental and parish records.

**REPORTS TO:** Parish Administration Coordinator

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. As the receptionist, welcome and assist all visitors to the parish office, provide information and assistance, take messages and/or direct visitors to appropriate staff members
2. answer all telephone calls to the parish office, provide information and assistance, take messages as needed and/or direct calls to appropriate staff members
3. handle requests for priest visits, parish registration, and St. Vincent de Paul Society assistance
4. schedule Mass intentions for callers/visitors and prepare Mass cards, including processing requests and donations for OLV Charities' Mass cards
5. oversee front office ticket sales for parish/school fundraisers and maintain records of purchasers
6. check rectory email inquiries daily and respond or forward messages
7. sort incoming mail and packages
8. update PDS parish database with address and phone changes from visitors and callers
9. accept donations to the parish/school, accurately record, and issue receipts per prescribed protocol

### Calendar and Scheduling:

1. maintain parish calendar
2. prepare Mass calendar and schedule annual Masses (Estates, Golden Treasury, Spiritual Society, Altar Rosary, Holy Name, and All Souls) prior to opening for the public
3. process request forms and schedule Mass intentions
4. prepare reports on paid/unpaid Masses and maintain Estate Mass accounts
5. prepare Mass intention list and parish prayer list to be posted in the Basilica weekly
6. register parishioners for pre-Baptism classes and schedule Baptisms
7. schedule funerals, in coordination with the Parochial Vicar

8. schedule tours, answer tour-related calls, coordinate guides and notify Gift Shop manager

#### Sacramental & Parish Records:

1. maintain Baptism, marriage, and death records in parish registers and PDS database
2. update registers with sacramental notifications from other parishes
3. prepare Baptism certificates
4. prepare marriage certificates and send marriage notifications
5. prepare congratulatory letters from the Pastor after weddings
6. prepare condolence letters from the Pastor after funerals
7. prepare letters of recommendation for parishioners to act as sponsors for Baptism or Confirmation
8. assist Parochial Vicar with preparations for pre-Baptism and adult Confirmation classes

#### Administrative Assistance:

1. prepare weekly announcements and Prayers of the Faithful for weekend and holy day liturgies, in coordination with the Parish Administration Coordinator
2. mail weekly bulletin to parishioners on the mailing list and distribute copies to rectory staff
3. maintain donor database for the Garden of the Sacred Heart and record payments, generate thank you letters from the Pastor, and schedule engravings
4. other duties as assigned by the Pastor or Parish Administration Coordinator
5. Performs other duties as assigned

#### **SKILLS:**

1. ability to work collaboratively and effectively as a member of the Our Lady of Victory National Shrine & Basilica staff
2. consistently demonstrate OLV's Guiding Values of Respect, Trust, Integrity, Passion, Teamwork and Accountability
3. enthusiastic, positive person with excellent customer service skills and the ability to assist others in a timely, professional manner
4. able to maintain a high level of confidentiality
5. flexible and adaptable in various situations and when interacting with many different people
6. excellent organizational and time management skills with attention to detail
7. able to multitask, meet deadlines, and prioritize
8. able to work independently and take initiative to problem solve
9. computer skills and proficiency in Microsoft Office Suite (Word, Excel, Outlook) required
10. experience with PDS (Parish Data Systems) Church Office preferred

**EDUCATION and/or EXPERIENCE:**

High school diploma or equivalency required, Associate's degree preferred  
One year of experience in general secretarial work required

**WORK SCHEDULE:**

Monday through Friday 8:30 AM to 4:30 PM with an hour lunch

**Email resume and cover letter to:** [olvc-careers@olvcharities.org](mailto:olvc-careers@olvcharities.org)

Or send cover letter with resume to:

OLV National Shrine and Basilica-Human Resources Department  
780 Ridge Road; Lackawanna, NY 14218