

**DIOCESE OF ERIE**

**Position Profile**

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Title: **Administrative Assistant  
Catholic Charities**

Incumbent:

Reports to: Executive Assistant to the Executive  
Director

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Incumbent Signature:

Approved by: \_\_\_\_\_

\_\_\_\_\_  
Human Resources

Anniversary Date:

Revision Date: 1/10/18

Review Date:

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**I. OBJECTIVE:**

The Administrative Assistant for Catholic Charities will have a commitment to the mission of Catholic Charities and provide clerical and technical support for a variety of ministries and programs including: Family Life; Social Justice and Life; Deaf and Disabilities Ministries; Development; and Diocesan and International Missions. As a primary contact for incoming calls, the Administrative Assistant will possess a special sensitivity and maturity while demonstrating a working knowledge of diocesan and community-based resources.

**II. RESPONSIBILITIES:**

The essential functions of the position include but are not limited to the following:

1. Receive incoming calls with sensitivity, provide referrals when appropriate, and follow through on requests for information
2. Maintain and utilize database software to track incoming information, process donations, mail acknowledgments, generate mailing lists, and provide statistical and financial reports as needed
3. Provide support to pastoral ministry offices for event planning, bulk mailings, and other clerical support as assigned
4. Develop print and online materials to include brochures, educational resources, worship aids, (e-)newsletters, and programs
5. Provide support as necessary for the content management of various Catholic Charities websites
6. Provide audio-visual support and resources to supplement programs and workshops
7. Attend weekly staff meetings
8. Perform other duties as assigned by the supervisor

**Diocese of Erie  
Administrative Assistant  
Catholic Charities**

**III. QUALIFICATIONS:**

**Education:**

High school diploma or equivalent required. Training in specialized office procedures and computer skills preferred. Post-secondary studies or degree a plus.

**Experience:**

A minimum of 3 years experience as receptionist, clerk, or administrative assistant using Microsoft Office software is preferred.

**IV. ACCOUNTABILITY:**

The Administrative Assistant reports to the Executive Assistant to the Executive Director of Catholic Charities.

**V. COMPETENCIES:**

1. Ability to view the position as a ministry to God's people
2. Ability to demonstrate qualities of professionalism and maturity in the workplace
3. Excellent computer knowledge of PC system procedures and ability to carry out written or verbal instructions
4. Proficiency in Microsoft Office Suite, including: Word, Outlook, Publisher, and Excel
5. Experience with specialized computer applications such as donor management software
6. Ability to prioritize work and handle multiple tasks in support of several programs
7. Strong attention to detail and accuracy in written and mathematical tasks
8. Strong analytical skills to problem solve and arrive at decisions
9. Aptitude for producing creative and aesthetically pleasing print and online resources
10. Willingness to learn specialized audio-visual equipment
11. Demonstrated ability to use social media for public relations