



**Position:** Secretary/Admissions Assistant

**Reports To:** School Manager

**Effective Date:** August 9th, 2021

**FLSA:** Part Time/Nonexempt

**General Summary:** The Secretary/Admissions Assistant balances multiple online and front desk responsibilities. This person ensures that every visitor to the school is welcomed as our faith requires. They balance in-person, phone, email, and Blackbaud (EMS/SMS) interactions and track appropriately. They promote a positive atmosphere in the school office. Their work furthers the school's vision of "...forming Saints, Servants, and Scholars" in myriad ways.

- I. Essential Duties and Responsibilities for this position
- II. Specific Knowledge, Skills, and Abilities Required
- III. General Requirements for Employees Holding Academic Positions in the School
- IV. Working Hours

**I. Essential Duties and Responsibilities**

A. Admission Assistant Duties

1. Assists School Manager in Admissions/Enrollment tasks
2. Tracks family and student progress through enrollment pipeline
3. Contacts families needing additional information about stages in process and requiring further documentation

B. Attendance Tracking

1. Assists clinic staff in collecting daily student attendance
2. Makes leadership team aware of concerning attendance patterns

C. Customer Relationship Management

1. Assists School Manager and leadership team in facilitating constituent communications
2. Contributes metrics with office staff regarding communication patterns and effectivity of school communications to leadership team
3. Logs phone calls as instructed

With the above, secretarial responsibilities include but are not limited to assisting in student issues throughout the day from the front desk, answering general questions from inquirers or constituents, screening, forwarding, and logging calls as appropriate, welcoming in-person visitors, and other duties as assigned.

## **II. Knowledge, Skills, and Abilities Required for this Position**

- Excellent competence with technology. This position requires entry with knowledge and smooth use of the Microsoft and Google Suites with swift ability to learn new applications and/or systems. Troubleshooting basic technical issues with faculty, staff, and students, as well as office printers is required. Employee should be able to take initiative in finding technical solutions (such as while completing tasks in the enrollment management system). Knowledge or experience of CRM software/workflow is preferred but not required.
- Multitasking effectively in secretarial responsibilities is required. Must be able to calmly, kindly, and promptly respond to phone calls, front desk visitors, and students entering the office.
- Performs other related duties as assigned by supervisor or other parish/school leader.
- The ability to respect, promote, accommodate, and not to be in conflict with the mission, moral and social teachings, doctrines, and laws of the Roman Catholic Faith.
- Exercises considerable independence and judgement with a high level of confidentiality, working with sensitive and privileged information.
- Must be able to organize and prioritize work, be proactive, take initiative, resolve complex problems, follow through, and simultaneously manage multiple priorities.
- Must successfully pass the required background checks and all requirements of the Diocesan Program for Children and Vulnerable Adults Protection prior to employment and maintain a satisfactory background check throughout employment.

## **III. General Requirements for Staff Support Positions in St. Joan of Arc School**

### **Language Skills**

Ability to read, analyze, and interpret professional media (text and other) in both education and specific content area(s). Has the ability to communicate effectively in written correspondence, utilizing the norms of the English language and adapting content and style for audience. Has the ability to effectively present information and respond to questions from with large and small groups or in one-on-one meetings with administrators, colleagues, student and/or parent constituents, and the general public.

### **Reasoning Ability**

Has the ability to define problems and collect data, establish facts, and draw valid conclusions. Has the ability to interpret an extensive variety of situations and move forward to resolve the situation.

### **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 regularly required to stand;

walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must regularly lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

### **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the office environment should typically be moderate. Classroom noise levels can range above moderate at times with infrequent higher levels. The employee must be able to function in this environment while remaining calm and focused.

### **IV. Working Hours**

*as aligned to academic calendar*

- **August through early June**
  - 7:30 AM to 12 PM, Monday-Friday

## **Receipt and Acknowledgement**

I acknowledge that I have been given a copy of this position description. I have read it and understand it. I am responsible for complying with all position duties, requirements and responsibilities contained herein, and any subsequent revisions.

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.

I understand and agree that the position description is presented as a matter of information only, and is not to be construed as a contract between the Diocese of Toledo and its employees.

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**Employee Printed Name**

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**Employee Signature**

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**Date**

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**Supervisor/Pastor Signature**

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**Date**