



**Position Title:** Front Office Clerk

**Reports to:** Chief of Staff

**Direct Reports:** No direct Reports

**Department:** Director's Office

**Indirect Reports:** No indirect reports

## Job Summary

In a manner consistent with both the its Roman Catholic Mission, Vision, and Values, the administrative support clerk, under the direction of the Chief of Staff, is the front line reception for the administrative centre, whilst offering clerical support to the Senior staff.

## Organizational Accountabilities

### Customer Service

Delivers a high degree of customer service in a way that maximizes the enjoyment and faith development of all visitors and Jesuit residents at Martyrs' Shrine. Conducts all activities with team members, contractors, volunteers, and the public, in a manner that reflects the Mission, Vision and Values of Martyrs' Shrine, and Roman Catholic faith.

### Team Membership

Is an integral member of the administrative team, providing day-to-day support to the Chief of Staff, and assigned administrative support to senior staff in the finance, programming, and marketing departments.

### Relationship Management / Partnership & Alliance Building

Proactively communicates with the Chief of Staff, and subsequently senior staff, to support a positive interdepartmental synergy that assists managers in executing their departmental objectives. Communicates with various pilgrim groups, schools, service providers, and visitors, in a manner that is courteous, professional, and encourages fruitful relationships.

### Progressive Learning

Remains current, with both hardware and software, as it relates to point-of-sale, payment processing, and the Microsoft Office Suite environment.

Builds an ongoing understanding of the history of the Canadian Martyrs, the Roman Catholic traditions surrounding Mass intentions/offerings, the academic and pastoral programmes offered at Martyrs' Shrine, and the day-to-day experience of visitors.

## **Functional Accountabilities**

### **Administrative Responsibility**

Welcomes visitors to the administrative area, operates the phone system, responds to, or forwards, email correspondence from the general mailbox to the appropriate department, and processes visitors booked into The Magis Guesthouse for rest and renewal. Sorts and sends large mailouts, coordinates courier services, and maintains the inventory of general office supplies.

Receives and processes donations by cash, credit/debit, or cheque, up-dates the donation database, and submits a daily deposit, ensuring required paperwork is filed. Prepares invoices. Processes memberships to the Martyrs' Shrine Association, and schedules Mass requests.

Maintains the bookings database.

### **Facilities, Equipment, and Materials**

Ensures that the front office, and the common work station, is maintained to an appropriate level of organization for its effective operation and hospitality, and submits requests for maintenance as needed.

Maintains equipment in working order, troubleshoots problems, and escalates them to the appropriate department as needed.

Maintains inventory levels of office supplies, and ensures their safe handling, and storage.

### **Financial Responsibility**

Is accountable for the appropriate handling of donations and revenue being deposited through the front office, paperwork for audit trail, as well as the purchasing of general office supplies.

### **Spiritual Responsibility**

Responsible for maintaining a peaceful and welcoming front office, calm and fruitful telephone relations, and a high-level of service to both in residence, and visiting, Jesuits, visitors, volunteers, and staff.

### **Job Knowledge**

Experience in front-line hospitality, public relations, and an office environment. Excellent customer service skills, and an approachable welcoming demeanor. Ability to perform under pressure. Ability to demonstrate passion, dedication, and punctuality at all times. College diploma, or equivalent work experience, in business administration, or related field. Strong time-management skills, including the ability to prioritize tasks.

Ability to operate a point-of-sale system and process credit card or debit purchases. Proficiency in computers (Microsoft Office and Quickbooks), and good math skills.

Has a basic knowledge of the story of St. Jean de Brébeuf and his companions, and the Mission of Martyrs' Shrine. Understands the sacredness of the Church, buildings, and land on the estate as a Holy site and place of pilgrimage.

Bilingual (French/English) preferred; other languages are an asset.

## **Working Conditions**

Work is in full view of the public with frequent public contact and is subject to deadlines and interruptions. Work is primarily in a seated position at a computer performing data entry; occasional standing, occasional lifting of record boxes. Work involves entering data into the computer, answering phone calls, and includes interruptions resulting in need to shift focus in short timeframe.

Work week is 37.5-hours; including weekends, and evenings as required.

Martyrs' Shrine maintains the right to change working conditions and/or schedules at its sole discretion.

Role profiles are not intended to be an exhaustive list of all job aspects. Employees may be required to fulfill additional duties and responsibilities, as assigned.

**End of Role Profile**