

# *Diocese of Erie*

St. Mark Catholic Center  
Position Profile

**Job Title:** Switchboard Mailroom Associate  
**Department:** Financial Services  
**Location:** Erie (SMCC).  
**Reports to:** Director of Human Resources  
**Cabinet:** Vicar General/Moderator of the Curia  
**Classification:** Hourly  
**FLSA:** Non-Exempt; Full-Time  
**Budget:** 00554  
**Date Created:** 7/26/2024 (updated)

## **PURPOSE/OBJECTIVE**

To serve the people and parishes of the 13 counties of the Diocese of Erie by serving as the first contact for St. Mark Catholic Center. This position includes switchboard and mailroom responsibilities primarily, but also requires miscellaneous services for other departments on an “as needed basis.”

## **RESPONSIBILITIES**

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

### **Switchboard:**

- Answer incoming calls and direct inquiries to the proper office.
- Reporting telephone equipment repairs and changes for the current voice system.
- Greet all visitors; announce them to the appropriate party and direct them to that area following proper security protocol.
- Computerized scheduling all conference rooms for St. Mark Catholic Center and providing weekly schedules for various departments also, making reservations for A/V equipment.
- Maintain up-to-date data for employees’ in-house phone list and mailing labels for home addresses, inter-office mailings, and web page.
- Prepare mailing reports and other office duties as necessary.
- Monitor security cameras and alert building security and emergency team as needed.
- Manage the employee contact envelopes including the “go” bags.

## **Finance Office**

- Maintain current year database of all parishes and missions (financial, census, facilities, and programs).

## **Administration**

- Prepare correspondences, place phone calls and other duties as necessary for the bishop's office.
- Prepare Christmas cards and wrap Christmas presents from the bishop to all diocesan priests and seminarians. Also, prepare birthday wishes for all priests and seminarians for the bishop.

## **Mail/Copy Room**

- Process mail from all departments and add postage as required.
- Sort and deliver mail throughout the building.
- Provide copy work for all departments.

## **QUALIFICATIONS**

### **Education:**

- High school diploma

### **Experience**

- Three to five years prior general office experience in a service environment.

## **COMPETENCIES/SKILLS**

- Ability to view the position as a ministry to God's people.
- Strong organizational and time management skills must be able to prioritize work and handle multiple tasks simultaneously and in a timely manner.
- Good computer knowledge of PC system procedures, control commands and back-up procedures. Must have knowledge of various Microsoft programs, and ability to learn specialized software.
- Strong attention to detail and accuracy in compiling database records.
- Ability to coordinate work schedule with other staff members to ensure daily operations.

**SUPERVISORY SKILLS/RESPONSIBILITIES**

N/A

**INTERFACE**

- Regular contact with Supervisor and employees of St. Mark Catholic Center (SMCC)
- Contact with visitors to SMCC and with the general public
- Answer phones and refer/forward calls to appropriate staff members

**PHYSICAL CAPABILITIES/WORK ENVIRONMENT**

Work in relatively quiet environment; must be able to see and view monitors; Must be able to hear phone calls; must be able to lift up to 25 pounds.

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Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Date