Lead Administrative Assistant

Reports to: Director of Administration
Position: Full-time
Location: In person - Transfiguration Parish – Central and North Offices

Position Summary

The Lead Administrative Assistant helps ensure smooth daily operations across both parish offices. This role supports the Director of Administration, oversees the administrative assistant team, and coordinates schedules and communication among parish and school staff. The ideal candidate is organized, resourceful, and able to solve problems independently.

Primary Responsibilities

Administrative Support

- Work closely with the Director of Administration to coordinate priorities, projects, and daily operations.
- Follow through on assignments, anticipate needs, and help resolve issues.
- Assist with administrative projects and responsibilities as assigned by the Director of Administration.

Office Operations & Administrative Team Supervision

- Provide day-to-day supervision and support to the administrative assistant team across both parish offices.
- Coordinate daily workflows, staff schedules, and office coverage.
- Promote consistent procedures and communication between offices.
- Coordinate day-to-day administrative work across parish and school staff in partnership with the Director of Administration.
- Provide occasional front-desk and phone coverage as needed.

Calendar & Scheduling

- Coordinate parish calendar across multiple campuses and shared spaces.
- Schedule meetings and events, resolve conflicts, and communicate scheduling information.
- Coordinate facility and room reservations.

Parishioner Database (ChMS)

- Serve as the primary staff contact for the parishioner database (ChMS).
- Learn the system and provide training, guidance, and troubleshooting support to staff.
- Help establish consistent practices and improve how the parish uses the system.

Problem-Solving & Process Improvement

- Research and resolve unfamiliar issues using available resources, exercising sound judgment about when to act independently and when to seek guidance.
- Identify opportunities to improve office procedures and efficiency.

Additional Responsibilities

- Handle sensitive information with discretion and maintain confidentiality.

Qualifications & Skills

- Strong organizational, communication, and problem-solving skills.
- Ability to manage multiple priorities and work independently.
- Comfortable learning new technology and systems.
- Ability to lead and support a team in a collaborative, professional manner.
- Flexibility, initiative, and attention to detail.
- Commitment to providing welcoming, responsive service to parishioners, staff, clergy, and school families.

Preferred: Experience in office administration, staff supervision, scheduling, or database management.

What Success Looks Like

The Assistant provides reliable support to the Director of Administration, serves as a dependable resource for staff, and helps both parish offices run smoothly and consistently.