

## THE NATIONAL CATHOLIC RISK RETENTION GROUP, INC. NATIONAL CATHOLIC SERVICES, LLC POSITION DESCRIPTION

<b><u>TITLE</u></b>	<b>Manager, Operations Support</b>
<b><u>MAJOR RESPONSIBILITY</u></b>	Assist President & CEO and Operations Support Functions
<b><u>TITLE OF SUPERVISOR</u></b>	President & CEO
<b><u>LOCATION</u></b>	Lisle, Illinois Office

### **PRIMARY FUNCTIONS:**

1. Provides administrative support to the President & CEO. Assists with the creation of liability insurance documents, reports, and presentations for use internally and for shareholder meetings and events. Takes and distributes minutes of in-person and teleconference/online meetings for Board of Directors and Board of Governors meetings.
2. Supports the President & CEO and Controller in the administration of payroll and employee benefit programs for employees including healthcare, 403(b) and pension programs. Takes the lead in researching, recommending, and coordinating employee meetings for annual enrollment in benefit programs. Distributes necessary forms to new employees and enters information in payroll system. Enrolls employees in benefit programs such as medical insurance and Flexible Spending Accounts.
3. Supports the President & CEO with personnel matters including, but not limited to, assigning and tracking of annual mandatory anti-harassment training, updating the Employee Handbook, providing resolution options for employee conflicts and non-compliance situations, providing office updates at team meetings, recognition of birthdays and work anniversaries, providing special recognition for milestone anniversaries, planning holiday celebrations and bridging the distance between the Tulsa and Lisle staff.
4. Responsible for creating, implementing, and maintaining emergency closing/reopening procedures (e.g. COVID-19), including recommendation for office safety protocols.
5. Responsible for general office management including ordering supplies, organizing office operations and procedures, maintaining office equipment and furnishings, processing invoices, managing contact database and all mailings, interfacing with building management, including lease renewals and negotiations, and requisitioning appropriate vendors.
6. Coordinates and participates in office support functions including mail functions and telephone with other support staff on a rotating basis.
7. Manages office procurement to ensure the best quantity and quality of goods and services are purchased at the most competitive prices. Creates processes to better manage expenditures. Works with the President and Controller to identify areas where savings may be realized.

8. Plans and executes assigned internal and external meetings at headquarters and in remote locations or online, including two Shareholder and six Board meetings annually. Manages all aspects of the event planning process including scouting location or appropriate online application, negotiating contracts, tracking budgets, selecting meeting space, food and beverage, and audio visual, developing and coordinating communication with attendees, sponsors, exhibitors, presenters and venue staff, administering online meeting information and registration, managing event logistics, and preparing post-event reports. Requires some travel.
9. Liaison to the graphics design business partners for annual report preparation, website artwork/design, promotional give-a-ways, and other projects.
10. Collaborates with President & CEO and IT Director for website content and updates, Shareholder Portal, and broadcast emails to effectively describe and promote the company, its services, and partnerships, and share with and collect information from Shareholders and its business partners.
11. Other duties as assigned.

**POSITION REQUIREMENTS:**

1. Bachelor's Degree from an accredited college or university.
2. 5 or more years of proven experience in small office management.
3. Human Resources experiences preferred.
4. Demonstrated high level of proficiency in Microsoft Word, Excel, Access, and PowerPoint.
5. Excellent written and oral communication skills.
5. Proactive and solution oriented. Keen attention to detail. Organized, able to multitask and work independently.
6. Able to handle confidential, sensitive, timely and critical matters requiring good judgement, tact, respect, and discretion.
7. Knowledge of non-profit, religious and/or Catholic Church organizations is preferred.
8. Financial services experience preferred.

Please note: The National Catholic Risk Retention Group, Inc. is a non-profit organization owned by entities of the Roman Catholic Church. Its mission and organizational goals reflect values of the Roman Catholic religion.