

Office Support Staff Member

Position: Office Support Staff Member

Reports To: Principal / School Administrator

Employment Status: Full-Time

Schedule: School Hours - 7:45 a.m. - 3:00 p.m.

Location: St. Michael School, 209 Essex Street, Fall River MA

Position Summary

The Office Support Staff Member provides administrative, organizational, and front-office support to ensure the smooth and welcoming operation of the school office. This position serves as an important point of contact for students, parents and guardians, faculty, staff, visitors, and parish community members.

The ideal candidate is organized, dependable, professional, compassionate, and able to maintain a welcoming Catholic school environment while handling sensitive information with discretion and confidentiality. The Office Support Staff Member supports the mission and values of the school and contributes positively to the spiritual, academic, and community life of the school.

Essential Responsibilities

School Office Operations

- Greet students, parents, guardians, staff, and visitors in a warm, professional, and welcoming manner.
- Answer and direct telephone calls, emails, and other communications.
- Assist with daily office operations, including filing, copying, scanning, data entry, recordkeeping, and correspondence.
- Maintain accurate and confidential student, family, and school records.
- Assist with attendance procedures, student sign-in/sign-out, tardiness, dismissals, and other daily administrative needs.
- Receive and distribute mail, deliveries, messages, and school communications.
- Assist the principal and administrative staff with scheduling, calendars, meetings, events, and special projects.
- Prepare forms, notices, letters, reports, and other school communications as requested.
- Assist with ordering and maintaining office and school supplies.

Student and Family Support

- Provide a welcoming and supportive presence for students who visit the school office.

- Assist students with routine needs while following school policies and procedures.
- Communicate courteously and professionally with parents and guardians.
- Support the coordination of student dismissals, appointments, transportation changes, and other parent requests.
- Help maintain a safe, orderly, and respectful school environment.

Communication and Collaboration

- Work collaboratively with the principal, teachers, staff, families, parish personnel, and volunteers.
- Communicate school information accurately and appropriately.
- Maintain confidentiality regarding student, family, personnel, and school matters.
- Exercise good judgment when responding to questions or concerns and refer matters to the appropriate administrator when necessary.

Catholic School Mission

- Support and promote the Catholic identity, mission, values, and traditions of the school.
- Model kindness, respect, compassion, integrity, and service in interactions with students and adults.
- Contribute to a school environment that reflects Gospel values and respect for the dignity of every person.
- Participate, as appropriate, in school activities, liturgical celebrations, community events, and other activities that support the life of the school.

Qualifications

- High school diploma or equivalent required; additional education or administrative training preferred.
- Previous experience in an office, school, childcare, administrative, or customer-service setting preferred.
- Strong organizational and communication skills.
- Ability to work effectively with children, families, faculty, staff, and visitors.
- Strong attention to detail and ability to manage multiple responsibilities.
- Proficiency with standard office technology, email, word processing, spreadsheets, and school information systems.
- Ability to maintain strict confidentiality and exercise sound judgment.
- Dependable, punctual, flexible, and able to work as part of a team.
- Commitment to supporting the mission and values of a Catholic elementary school.
- Successful completion of all required background checks, child-safety training, and other requirements of the Diocese and/or school.

Personal Qualities

The successful candidate will demonstrate:

- A warm, welcoming, and service-oriented attitude.
- Patience and compassion when working with children and families.
- Professionalism and discretion.
- Reliability and accountability.
- Initiative and willingness to assist wherever needed.
- Respect for the Catholic faith and the mission of Catholic education.
- The ability to remain calm, organized, and courteous in a busy school-office environment.

Physical and Work Requirements

- Ability to work effectively in a busy elementary school environment.
- Ability to sit, stand, walk, bend, reach, and move throughout the school as needed.
- Ability to lift and carry light office materials and supplies.
- Ability to respond appropriately to routine student needs and school emergencies in accordance with school procedures.

Compensation and Benefits

Salary: Competitive hourly rate

Benefits: Health, Dental, Vision

Hours: 7:45 a.m.-3:00 p.m. Monday-Friday

To Apply: Please submit a resume and application to Sharon Sampson at ssampson@catholicss.org.