



# Job Description

Diocese of Charlotte

**POSITION TITLE:** Office Administrator  
**DEPARTMENT:** Technology Services Department (215)  
**REPORTS TO:** Director Technology Services  
**FLSA:** Non-Exempt

## **POSITION SUMMARY:**

The Office Administrator for the Technology Services Department (TSD) is a non-technical position requiring experience using Microsoft 365 apps. Most responsibilities include accounting, and process driven duties. Candidate should be able to identify all non-technical tasks not listed in this summary and take on the responsibility of administering those tasks.

## **ESSENTIAL FUNCTIONS:**

- Regularly communicate with and take direction from the TSD Director
- Handle all aspects of order management
  - Purchase technology equipment i.e., order computers, printers, and accessories from standard vendor partners
  - Receive equipment
  - Inventory and asset management of purchased equipment
  - Track purchased equipment until placed with customer
  - Process equipment returns when necessary
- Process technology invoices for payment
- Manage subscription renewals for technology equipment and systems
- Respond to billing inquiries from internal customers in coordination with the diocesan Finance Department; work with vendors to resolve identified billing issues; work with vendors on refunds and credits
- Daily work with Microsoft Word, Excel, Outlook, Skype for Business, and Teams
- Collect, review and analyze data and prepare reports, charts, budgets, and other presentation materials

## **OTHER RESPONSIBILITIES:**

- Assist answering support desk phone calls as needed
- Respond to and/or route routine inquiries from external and internal sources
- Work with vendors coordinating installation schedules of equipment purchased for stakeholder corporations i.e., MACS, CCDOC, and Central Administration
- Participate with the organization's technology team by articulating perceived improvements of non-technical internal processes

## **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

- Preferred 4-year degree
- Background or experience with accounting and budgets
- Ability to learn quickly, think on his/her feet, and adapt to a fast-paced office environment
- Functions independently and as part of a team
- 1-3 years' experience in similar role
- Must be able to demonstrate organizational skills
- Must have excellent communication skills



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**WORKING ENVIRONMENT:**

Work is done in an office environment. Professional/business casual attire is expected. Some evening and weekend work may be required. Ability to stand and/or sit for extended periods.

**PHYSICAL DEMANDS:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision. While performing the duties of this job, the employee is regularly required to stand, sit, type, and verbally communicate with other team members.

\*Criminal background check is required

\*\*Must participate in "Protecting God's Children" program

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Employee Signature

Date

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Supervisor Signature

Date

Effective Date: