

## Position Description

<b>Position Title:</b>	Operations Specialist
<b>Reports to:</b>	Director of Institutional Advancement
	<b>Direct Reports:</b> N/A
	<b>Provides work direction to:</b> N/A
<b>Receives work direction from:</b>	Director of Institutional Advancement & Director of Admissions
<b>FLSA:</b>	Exempt
<b>Date:</b>	March 23, 2026
	<b>Schedule:</b> 12 months, Full Time; The nature of the work and the school's schedule of activities require scheduling flexibility, and the incumbent will work with the Director of Institutional Advancement and Director of Admissions to arrange a schedule that meets the needs of both RCS and the individual.
<b>Benefit Eligible:</b>	Yes
<b>Salary:</b>	\$25 - \$28 per hour (dependent on experience)

**PURPOSE OF THE POSITION:** The Operations Specialist supports the revenue generating goals of Rochester Catholic Schools, Director of Institutional Advancement and Director of Admissions by assisting at events, entering information into the database, supporting alumni events, admissions events and advancement and admissions needs.

**WORKING IN THE CATHOLIC CHURCH (\*):** Employment in and by the Church is substantially different from secular employment. Church employees must conduct themselves in a manner that is consistent with and supportive of the mission and purpose of the Church. Their public behavior must not violate the faith, morals or laws of the Church or the Diocese, such that it can embarrass the Church or give rise to scandal. It is expected that all employees respect Catholic doctrine and religious practices. It is preferred that this employee be an active, participating Catholic.

- **GENERAL RESPONSIBILITIES (\*):**

- A. To always be present, on time and ready for work that the position requires. Includes recognizing when situations require more effort, seeking approval to put in more time if needed, satisfying responsibilities in a timely manner, providing an example of punctuality and attendance, and generally ensuring all is ready and taken care of.
- B. Help create a productive environment, where there is harmony, good morale, and cooperative teamwork; evaluate and take corrective action as appropriate. Help to facilitate effective communication between employees and volunteers at the parish.
- C. Perform the job in a manner consistent with moral, ethical, legal, and financial standards of civil and canon law, and Catholic Church teaching.
- D. Maintain professional standards of confidentiality.
- E. Recognize, foster and maintain appropriate boundaries with fellow employees, parishioners, visitors and vendors.
- F. Other responsibilities identified as needed by the employee and approved and/or assigned by the supervisor.

- **ESSENTIAL RESPONSIBILITIES (\*):**

- A. **INSTITUTIONAL ADVANCEMENT SUPPORT (50%)**

1. Advancement Support

- a. Participate in the identification, cultivation, and stewardship of potential donors from various constituent groups, internal and external.
- b. Collaborate with the Director of Institutional Advancement on the planning and implementation of key initiatives of the Annual Fund.

- c. Coordinate production of mailings and appeals (both electronic and print) in collaboration with the Admissions and Marketing and Communications team.
- 2. Database Support
  - a. Maintain accurate and up-to-date donor records including contact information, giving history, community affiliations and relationships.
  - b. Track data for special events, alumni relations, etc.
  - c. Collaborate with Advancement, Admissions and Marketing team members on the integration of Raiser's Edge in initiatives and strategies
  - d. Maintain donor records in Raisers Edge (RE).
  - e. Collaborate with the enterprise-wide data systems coordinator to help coordinate reports and constituent information needed for direct mail, donor records, constituent giving analysis, and other related projects as needed.
- 3. Stewardship Support
  - a. Daily entry of all gifts and deposits in Raiser's Edge.
  - b. Donor recognition management through thank you letters, gift acknowledgment and tax documents.
  - c. Create and manage pledge receivables
  - d. In collaboration with the Director of Institutional Advancement, develop a stewardship plan for all donors and carry out this plan.
- 4. Event Support
  - a. Support planning and implementation of organization's signature fundraising event (gala) alongside external consultants/event management.
  - b. Assist in the planning and execution of donor cultivation, recognition, and engagement events and serve as liaison for third party fundraising events.
  - c. Participate in Advancement events and team meetings, seminars and workshops.
- 5. Alumni Relations Support
  - a. Proactively reach out to upcoming class reunion representatives to help prepare them for their upcoming milestone reunion.
  - b. Assist class reunion volunteers in planning their reunion activities (provide class lists with up-to-date information, facilitate an online presence for the class under the RCS umbrella and update alumni information as needed).

**B. ADMISSIONS SUPPORT (50%)**

- 1. Admissions operations
  - a. Support the Director of Admissions with family communication, admissions strategy, and related initiatives across all campuses.
  - b. Assist the Director of Admissions with planning, promoting and hosting admissions events across The Nest, Elementary, Middle School, and High School.
  - c. Serve as a primary point of contact for prospective families by responding to inquiries with timely, accurate, and welcoming information.
  - d. Working with our Marketing and Communications Director and organizing Spanish communications by preparing updates, requests, and follow-ups with appropriate personnel.
  - e. Leading welcoming, informative school tours that reflect the mission and community of Rochester Catholic Schools.
  - f. Collaborate with the Director of Admissions to develop and implement strategies to attract families.
  - g. Represent Rochester Catholic Schools at parish events, fairs and community events.
  - h. Maintain and oversee the Blackbaud enrollment and tuition system, including training staff and ensuring accuracy.
  - i. Evaluate admissions workflows, making recommendations to improve processes to enhance efficiency and family experience.

- j. Assist with marketing and storytelling to promote RCS and build relationships with prospective families.
- 2. Tuition Management
  - a. Assist families with questions regarding tuition, scholarships, and financial assistance.
  - b. Collect tuition payments and update family tuition account balances as needed.
  - c. Communicate with families regarding tuition commitments and follow up on past-due balances.
  - d. Support financial assistance application events and help families complete required forms.
  - e. Ensure families receiving Families First or other scholarships complete required renewals and documentation; submit invoices to organizations and apply payments to tuition accounts as needed.

● **OTHER RESPONSIBILITIES:**

1. Maintain and improve professional competence through staff development activities provided by the parish, school or through the Director of Institutional Advancement
2. Attend all required meetings including department meetings, staff meetings, All-Staff days, staff retreats, training, in-services and any other meetings deemed necessary by the President.
3. Comply with policies and procedures as outlined in the Personnel Policy Handbook and school handbooks, if applicable. Assist and support the administration in implementing policies and rules governing employment law practices, conduct and behavior.
4. Meet all Safe Environment requirements.
5. Attend required workshops offered by the Diocese as requested. Maintain active membership in appropriate professional associations.

The responsibilities listed are representative of the position and are not all-inclusive. Those noted with an “\*” are essential functions of the job. More detailed listings of the duties and tasks are outlined in supplemental documents. These supplemental documents would include, but not limited to, policy handbooks, codes of conduct, posted procedures, etc.

While the list above highlights the primary responsibilities of the position, it is understood that the list is not all-inclusive and that the employee may, on occasion, be assigned additional tasks or asked to assist on projects that are not specifically identified in this position description. The effort required for such additional tasks will be consistent with the mental and physical demands of this position.

**QUALIFICATIONS:**

- Bachelor’s degree preferred
- Experience in database management preferred - Blackbaud experience a plus
- Experience in nonprofit management and support preferred
- 1+ years of Google Office Suite, Google Sheets, or Excel abilities
- Ability to effectively market Rochester Catholic Schools to inquiring families, current and prospective donors.
- Superior organizational skills and attention to detail.
- Successfully complete standard background checks and safe environment training
- Fluent in Spanish not required, but preferred.

**MENTAL REQUIREMENTS:**

- Must have the ability to plan, organize, and meet deadlines.
- Superior organizational skills and attention to detail.
- Positive, friendly disposition, excellent interpersonal and communication skills, ability to work well with multiple stakeholders. (i.e.: parents and employees).
- Possess a clear understanding of the English language. Speak and write effectively.
- Be self-motivated and work productively without supervision.

- Utilize intuitive problem defining skills and the knowledge of problem-solving resources, programs and actions.
- Deal with difficult situations in a calm, dignified and respectful manner.
- Be honest, trustworthy and confidential in all areas.
- Exhibit patience, understanding and calmness in chaotic situations.
- Live and project a personal lifestyle with Christian values.
- Ability to foster and maintain appropriate boundaries with fellow employees, volunteers, parishioners, visitors and vendors and to conduct oneself in a friendly, cooperative, courteous and professional manner.
- Ability and openness to work in constructive collaboration with other team members.
- Exhibit promptness and dependability.

**To submit an application:**

Email the following items to Linda Vilai, Human Resources Manager at [lvilai@rcsmn.org](mailto:lvilai@rcsmn.org)

- Letter of interest
- Resume reflecting educational and professional background
- Names and contact information for three professional references (to be contacted only with the applicant's permission)
- Include your last name and "Operations Specialist" in the subject line of your email