CATHOLIC COMMUNITY SERVICES OF THE MID-WILLAMETTE VALLEY AND CENTRAL COAST
Position Description

Title: Community Relations Manager (Monastery) **Department:** EDO **FLSA Classification:** Exempt **Banding Code:** 633243 **Level:** 22	**Effective Date:** 10/01/2026 **Revised Date:** N/A **Approved By:** CHRO **Reports To:** CEO **Driving Position:** Yes

General Position Summary
The Monastery Community Relations Manager works closely with the Chief Executive Officer and Executive Leadership Team to develop a business plan for Catholic Community Services (CCS) and CCS Foundation outward facing operations at the Queen of Angels Monastery (QAM), and to implement the plan. This plan will include refined guidelines and fee structure for use of monastery spaces, a master plan for the use of common spaces and a well-defined plan for staffing and volunteer needs and community support that will allow CCS to successfully manage risk, maintenance and community relations for the monastery campus.

Minimum Qualifications
1. Bachelor's degree in business administration, nonprofit management or related field, **and**
2. A minimum of five (5) years related experience; **or** an equivalent combination of education, training and experience, and
3. Reliable transportation, valid Oregon driver's license (or the ability to obtain a valid Oregon driver's license within 30 days of hire) with a driving record that permits coverage under the agency's corporate auto liability policy and personal automobile liability insurance.

Preferred Qualifications
Advanced degree in Business Administration or Organizational Leadership

Supervisory Responsibility
Supervision over volunteers to events and projects at the QAM as assigned.

Required to Demonstrate Skills, Knowledge, and Abilities to/of
1. Operations planning, strategic partnership development, program/project implementation and administration
2. Lead project management, volunteer/client outreach and engagement, event management, operations planning, budgeting, policy development and oversight and relationship management.
3. Project management and CRM tools.
4. Proficiency in Microsoft Word, Excel, PowerPoint applications
5. Knowledge of quality assurance processes and best practices
6. Standard business practices, administrative systems and processes
7. Using sound management principles and good judgment
8. Computer software including Microsoft Word, Excel, Outlook, Power Point and web browsers. Knowledge of relational database logic and capabilities; conceptual knowledge of graphic design and web design software and systems
9. COA requirements
10. Maintain confidential information
11. Flexible and can work in a fast-paced environment
12. Prioritize, follow up, follow-through and manage multiple projects and timelines
13. Speak and write grammatically and culturally correct English language
14. Understand, develop, and manage budgets and financial data
15. Analyze information
16. Communicate effectively (written and oral)
17. Lead teams and facilitate planning and work teams

Essential Position Functions and Key Work Processes
1. Provide strategic planning, implementation and evaluation for monastery operations staffing and systems.
2. Provide expert outreach and site tours in support of program partner referrals, individuals and groups interested in space rental, and major gifts and grants for monastery operations.
3. Oversee all non-program specific volunteers assigned to the monastery and coordinate with the volunteer coordinator to ensure all policies and procedures related to volunteers is followed.
4. Develop a comprehensive plan with the Property and Monastery Operations Team to host community events within a sustainable framework.
5. Work with CEO, Monastery Operations Management Team and Friends of the Monastery Steering Team to preserve the historic buildings and grounds of the Monastery and support the legacy ministries operating there.
6. Flexible work schedule to include some evening and weekend events at the monastery.

Secondary Position Functions

1. Close working relationship with volunteer coordinator and communications manager
2. Other duties as assigned by CEO

Standard Expectations

1. Follow the mission, community commitment, vision, values, and traditions of CCS and CCSF.
2. Follow the policies and procedures of CCS and CCSF as outlined in the Governance and Administrative Policy Manual.
3. Follow the Human Resources Policy regarding attendance and tardiness.
4. Follow all safety measures as required by OSHA, CCS and CCSF.
5. Follow confidentiality expectations regarding the internal and external people we serve.
6. Provide professional and respectful client and customer service for all clients and customers.
7. Support multiculturalism by treating all people with dignity and respect, not engaging in any discriminatory behavior, participating in diversity training, and support the program's cultural competency goals.
8. Act as a team member- actively participating, working well with others, and supporting team efforts and goals.

Job Complexity

Plan, develop, implement, and/or evaluate site operations business plan, projects and systems.

Interpersonal Contacts

Contacts are numerous and frequent with individuals and groups inside and outside the organization. Interaction involves face-to-face, email and telephone contact. The interactions may involve confidential and/or sensitive information requiring discretion at all times. Frequent interaction with employees at all levels of the organization. Contacts include donors, grant makers, board members, news media, employees, clients and their families, customers, vendor and contracted associates, community and government partners and contractors, legal consultants, and the general community.

Job Conditions

This position has frequent interruptions and is deadline driven. A variety of interactions are required. In addition, these are the physical demands of the position: **Occasionally** is defined as 0 – 1/3 of an 8-hour day; **frequently** is defined as 1/3 – 2/3 of an 8-hour day; **continuously** is defined as 2/3 – 3/3 of an 8-hour day.

1. **Standing** – Frequently, while walking to/from meetings, participating in events, carrying on day-to-day business activities.
2. **Lifting and/or Carrying** – Occasionally, while carrying office supplies and equipment. In general, he/she occasionally lifts and/or carries from 10 – 20 lbs.
3. **Climbing/Balancing** – Frequently, while climbing steps. Climbing occurs several times a day.
4. **Stooping/Bending/Crouching/Kneeling** – Occasionally, while picking up items off the floor and while getting into lower cabinets & drawers.
5. **Reaching/Stretching** – Frequently, while retrieving notebooks off shelves & items out of file cabinets while retrieving items from the shelves.
6. **Twisting** – Occasionally, while working at his/her desk while retrieving items in his/her desk, answering the telephone & interacting with customers.
7. **Seeing** – Continuously, in the performance of all facets of the job.
8. **Driving** – Occasionally, while running errands, attending meetings and events.
9. **Talking & Hearing** – Continuously, in the performance of all facets of the job.
10. **Environmental Conditions** – Office is located in a heated & well-lit office.

Other

No offer of employment in this position is final until a favorable completion of a criminal history records check.

Employee Acknowledgment of Position Description

I certify that I have received, reviewed, and understand the duties described in this position description.

Employee Printed Name Employee Signature Date

Catholic Community Services of the Mid-Willamette Valley and Central Coast is an equal opportunity employer which selects, promotes, and transfers employees without regard to race, color, sex, national origin, religion, age, equal pay, disability, genetic information, sexual orientation, marital status, or any other factor that an employer is prohibited by law from considering when making employment decisions in accordance with applicable federal and state equal employment opportunity laws.

It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate