



## Internal Support Coordinator Position Description

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Organization: Catholic Leadership Institute

Effective Date: 6/13/2022

Reports to: Executive Assistant

FLSA Status: Non-Exempt

Approval: CEO

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### **About Catholic Leadership Institute**

Founded in 1990, Catholic Leadership Institute (CLI) provides bishops, priests, deacons and lay persons in the Roman Catholic Church with world-class, pastoral leadership formation and consulting services that strengthen their confidence and competence in ministry, enabling them to articulate a vision for their local church, to call forth the gifts of those they lead, and to create more vibrant faith communities rooted in Jesus Christ.

CLI is playing a critical role on behalf of the Roman Catholic Church of today and tomorrow. CLI is helping the Church to navigate generational shifts, to respond to and prepare for ever-mounting demographic challenges among ordained religious and the laity, to establish a near-term vision for the Church in the U.S., and to define an overall roadmap for the Church's future. The organization is accompanying Catholic parishes, dioceses, and their leaders – from the seminarian to the seasoned bishop to lay leaders – on their journeys amid the complexities of the modern world, supporting them in meeting corresponding challenges and opportunities with the benefit of world-class training, fresh perspectives, and intentionality. CLI and its partners are indeed helping to build a future of hope for Catholic generations to come, one where the Church is not only sustaining but thriving with vibrant communities rooted in Jesus Christ.

### **Position Summary**

Now in its 30<sup>th</sup> year, Catholic Leadership Institute is in a period of rapid organizational growth as we look to scale the mission and respond more fully to the urgent need for courageous leadership support, formation and accompaniment in the Church. The Internal Support Coordinator helps fulfill the mission of Catholic Leadership Institute by providing administrative support and coordination so that the team and VP duties are fulfilled efficiently and professionally, efforts are aligned across the organization, and Catholic Leadership Institute can continue to minister with excellence to those we serve as we continue to grow and deepen our impact.

The Internal Support Coordinator reports to the Executive Assistant and works closely with this role to ensure alignment across the organization through VP support and calendaring, scheduling and logistical coordination for the Fulfillment and People Operations departments and responding to office needs. In addition, the Internal Support Coordinator is responsible for the coordination of the Disciple Maker Index paper survey entry effort, ensuring that paper surveys representing the voices of thousands of Catholics across the country are uploaded to an online portal so that parishes have a full picture of their parish landscape.

This role will include a mix of remote work and in-office at our Malvern, PA office as needed.

**Desired Qualifications:**

**Education and/or Experience:**

- Bachelor's Degree or at least four years' experience in a similar role.
- Advanced skills with Microsoft suite of products, particularly Outlook, Power Point Excel
- High level of proficiency with virtual meeting technology (Zoom, Teams, etc.)
- RaisersEdge or equivalent customer relationship management platforms a plus
- Non-profit and human resources experience a plus

**Critical Qualifications/Skills**

- Excellent organizational skills and attention to detail
- Strong problem solving and decision-making capabilities as well as project management/oversight skills
- Ability to multitask and manage multiple objectives
- Self-starter with the capacity and energy to work in a dynamic environment
- Outstanding verbal and written communication skills
- Ability to work effectively with clients and colleagues
- Ability to interact and influence at all levels of an organization
- Strong understanding of Catholic culture, structures, parish life, ministries, and roles
- Practicing Catholic

**Key Responsibility Areas**

AREA	KEY RESPONSIBILITIES
VP ADMINISTRATIVE SUPPORT	Coordinate and execute against fiscal year priorities, project and task list for the VP, Innovation, VP, People Operations and VP, Episcopal & Client Services to ensure maximization of the VP roles and responsibilities and to propel the mission of CLI forward.
OFFICE LOGISTICS & SUPPORT	Monitor and manage office logistics and scheduling for team members so that processes are clear and streamlined and team member needs are supported across the organization.
DMI PAPER SURVEY PROCESS	Plan, lead and implement the DMI paper survey entry strategy, including volunteer recruitment and training, parish communication, survey tracking and distribution, entry into the online portal, and completed survey gathering/disposal so that parishes capture the full breadth of parishioner perspectives through the survey process.

**Critical Success Criteria:**

- **Self Assurance And Humility:** Has deep trust in the Lord and in one's ability to meet most challenges. Inspires self and others to fulfill commitments and achieve a positive outcome. Does

not seek personal recognition but is committed to the success and growth of others. Makes it about the other person rather than about self. Invites others to more fully participate and open up. Understands that “I have to do it myself and I can’t do it alone.” Values excellence and is committed to lifelong growth in holiness, confidence, and competence.

- **Comfortable With Ambiguity:** Has ability to ‘go and figure it out’ when all necessary information is not available. Is willing to make quick decisions even without all the facts. Handles deviations from routine without assistance; readily accepts changes in procedures, assignments, and priorities. Takes change in stride; adapts, improves, and overcomes obstacles and challenges. Can balance competing priorities in assignments. Doesn’t dwell on the negative or downside of things or decisions.
- **Resilient Drive:** Has the ability and energy to do what it takes to be faithful to God’s call and to one’s unique role in service to the CLI Vision and Mission. Is motivated to achieve his/her goals and to support the goals of the organization, knowing that that will require effort, flexibility, and skill. Anticipates problems and obstacles and brings resourcefulness and a “can-do-spirit” to both short and long-term goals and tasks. Finds satisfaction in the living out of one’s purpose and values and in the effort it takes to achieve one’s key responsibilities and SMART Goals. Is committed to the development and training that it will take along the way.

#### **Application Procedure:**

To apply, send a resume and a cover letter describing your reasons for considering the position why you think you’d be a great fit. For consideration, please e-mail the cover letter and resume to:

[JoinUs@catholicleaders.org](mailto:JoinUs@catholicleaders.org).