



Office and Operations Manager

Reports to: Chief Operational Officer (COO)

Salary Grade: TBD

Location: Saint Petersburg, FL

Date Created: June 2025

FLSA: Exempt

Position Summary

The Office and Operations Manager serves as a central administrative resource, overseeing daily operations at the Florida office and acting as the primary point of contact for front desk responsibilities and the organization's main phone line. This role provides comprehensive executive support to the COO and Vice Presidents, including calendar management, travel coordination, meeting scheduling, and preparation for national meetings. The Office and Operations Manager collaborates across departments on both short- and long-term projects, supports event planning and donor outreach, and ensures smooth office functionality through vendor management, supply monitoring, and budget oversight. This position requires a high level of professionalism, discretion, and the ability to manage diverse, detail-oriented tasks in a dynamic, Catholic nonprofit environment. The person will serve in the St. Petersburg office on-site five days a week.

Duties and Responsibilities

The Office and Operations Manager is expected to help out with a variety of important tasks. Among the principal categories of duties will be:

1. Office Administration & Front Desk Duties:

- Serves as the primary point of contact for all administrative and front desk matters at the Florida office
- Manages the main phone line of the organization, ensuring calls are routed and handled professionally and efficiently
- Ensures smooth daily operations by handling administrative tasks, facilitating communication, and supporting team collaboration for all departments

- Interfaces with the building manager and managing vendor relationships
- Monitors and maintains office supplies and review administrative budgets

2. Executive Support:

- Provides high-level support to the COO and VPs including calendar management, travel arrangements, meeting scheduling, and expense reports, as needed.
- Handles, as needed, phone calls, emails, and other correspondence for senior staff.
- Assists in the preparation of national meetings and coordinates internal/external communications.
- Creates, edits, and formats various documents, including reports, presentations, and correspondence.

3. Project & Event Coordination:

- Collaborates on both long- and short-term projects
- Assists with events, donor outreach, and miscellaneous administrative initiatives

4. Donor & Legacy Management:

- Manages and updates donor lists in collaboration with third-party administrators
- Tracks changes in annuitants and handles communication with trustees and executors
- Researches missing or uncashed checks and update contact records as necessary

5. Bequest & Legacy Oversight:

- Manages database of legacies and beneficial interests
- Coordinates distribution entries and communication with attorneys and financial institutions
- Handles notarization and filing of estate-related documents and correspondence

6. Copyright & Royalties Management:

- Oversees copyright requests and publisher communications related to Fulton Sheen materials
- Reconciles and report on royalty agreements and fund distributions

Duties are subject to be shifted or added as the needs of the office and the operations of the organization change.

Education, Experience and Qualifications

The Office and Operations Manager must:

- Be a practicing Catholic in good standing with the church
- Have a desire to support the mission of the Church to proclaim the Gospel to all creatures as well as a solid understanding of the teachings and structure of the Catholic Church
- Be a college graduate

- Be organized, a problem-solver, self-motivated, flexible, friendly, have a strong attention to detail, high work standards and desire for continuous improvement.
- Possess excellent verbal and written communication skills
- Be professional, polished and courteous.
- Be proficient in MS Office applications, with Oracle/NetSuite knowledge preferred.
- Desire continuous improvement.
- Preferably have some experience in serving Catholic causes or non-profits.
- Be a notary or open to getting certification as a notary.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copiers, printers.

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 the job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, sit, walk, use hands to finger, handle or feel; and reach with hands and arms.

EEOC Statement

The Pontifical Mission Societies (“TPMS”) is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. TPMS strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender, marital status, age, physical or mental disability, citizenship, past, current, or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state, or local law. All TPMS employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment.

TPMS complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Florida Civil Rights Act of 1992, and all applicable state or local law. Consistent with those requirements, TPMS will accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create undue hardship.

As a Catholic organization recognized by the United States Conference of Catholic Bishops, TPMS reserves the right under Federal law (42 U.S.C.A §2000e-2(e)) and Florida law (Fla. Stat. §760.10(10)) to hire those of the Catholic faith for positions where practice and knowledge of the Catholic faith, its tenets, and beliefs, are necessary for the work required. Further, TPMS retains the ability to hire employees whose lifestyle upholds the teachings of the Roman Catholic Church.