

Pilgrimage Coordinator

Shrine of Our Lady of Good Help, Inc.

PRIMARY RESPONSIBILITIES:

This full-time (40 hours per week) position is responsible to coordinate all pilgrimage groups visiting the Shrine to ensure a welcoming environment while meeting the expectations of the pilgrim's visit to this sacred Shrine. The Pilgrimage Coordinator (PC) conducts primary coordination with pilgrimage group leaders for planning and execution; ensures that all needed support from the Shrine is provided to ensure the pilgrimage expectations are met; trains, develops and supervises volunteers and other staff to enhance the experience of all Shrine pilgrims during their pilgrimages; and extends hospitality to the groups while at the Shrine (welcoming, guiding, providing historical overviews, etc). The PC will also systematically provide feedback to leadership team in how the Shrine can best host future pilgrimage groups.

MINIMUM KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED:

"Embrace the mission and vision of the Catholic Diocese of Green Bay and work in accordance with Catholic Social Teachings and the moral and ethical values of the Catholic Church."

- Requires a high school diploma
- Must have a valid driver's license
- Requires a practicing Catholic in good standing, and must believe that the events, apparitions, and locutions given to Adele Brise in October of 1859 do exhibit the substance of supernatural character.
- Knowledge of Microsoft Office
- Strong verbal and written communication skills
- Strong planning and scheduling skills essential
- Excellent organizational skill required
- Relationship building and interpersonal skills required
- Proficiency in personnel training and development techniques
- Exceptional multi-tasking skills and time management
- Customer Service
- Public Speaking
- Must be able to lead through influence especially when interacting with volunteers
- Must be able to plan, coordinate, and give directions to others
- Ability to be detail oriented and meet deadlines
- Robust trouble-shooting ability

PREFERRED:

- Associate's degree or higher
- Previous customer service experience
- Knowledge of Catholic liturgical procedures

**If interested in this position, please send your resume to:
hrcoord@gbdioc.org**

These statements are intended to describe the general nature and level of work performed by employees assigned to this job classification. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.