

## PARISH RECEPTIONIST

**POSITION DESCRIPTION:** The purpose of this position is to the welcoming first contact of the parish office. The ideal candidate will be faith-filled. The Receptionist will answer telephones, greet and refer visitors and callers to the parish, and provide designated clerical assistance. Provide information regarding parish events to the public, parishioners, and business partners. Requires a strong attention to detail, the ability to communicate well with staff and key stakeholders, the ability to stay organized and execute all tasks to the highest quality of standards.

**SUPERVISOR:** Administrator

**CLASSIFICATION:** Non-Exempt

**COMPENSATION:** The position is classified as full-time, 37.5 hours per week. The regular work week schedule for the position is Monday through Friday, and weekend and non-office hours as assigned. Medical/dental, vacation, sick, and retirement package provided. Salary ranges from \$17.00 to \$19.00 hourly.

### **JOB RESPONSIBILITIES:**

- Assures the parish office is properly opened for business and securely closed at the end of the day.
- Manage front desk activities and keep reception area neat and tidy.
- Greet people entering the office and direct people to the correct destination.
- Provide general information to people calling or visiting the parish, utilizing other church, social service, community and/or government directories to provide accurate and helpful information.
- Efficiently answer multi-line telephone, screen, and direct calls. Record outgoing message for parish general schedule and holiday liturgies.
- Provide assistance to parishioners requesting Mass requests. Manage the inventory and ordering of Mass Intention books and Mass cards.
- Process all cash and credit card transactions for all fees collected at the front desk following all accounting procedures.
- Notify parish clergy of all pastoral care needs including sickness, hospital visits, and parishioner needs to see clergy.
- Always maintain confidentiality.
- Ensure knowledge of staff movements in and out of the office.
- Provide general administrative and clerical support to clergy and ministers as directed.
- Perform other clerical duties including filing, copying, faxing, and preparing correspondence and documents (e.g., Word, Excel), as directed. Maintains Parish Office files.
- Assist clergy in the scheduling of appointments, as directed, including maintaining the monthly Presider's Schedule.
- Ensure outgoing mail is taken to the post office daily. Provide assistance in bulk mailings as directed.
- Distribute keys for meeting room usage.
- Maintain office security by following safety procedures and controlling access via the reception desk.
- Prepare permission letters for baptism and sacrament sponsorship, including research and preparation of copies of sacramental information.
- Manage the coordination of services provided by answering service and armored car service.
- Oversee the maintenance of various office equipment to assure the following machines are in good working order: FAX, copier(s), telephones, postage machine, etc. Works with and schedules designated vendors to assure machines are efficiently serviced.
- Manage the inventory and ordering of office supplies and paper products.
- Other tasks as assigned.

### **Qualifications/Requirements:**

To perform this job successfully, an individual must be able to perform satisfactorily each essential duty and demonstrate a willingness to be accountable for their performance. The requirements below represent required knowledge, skills and/or abilities.

### **Position Requirements/ Experience:**

- Demonstrated commitment to the values and mission of the Catholic Church.
- Active member of the Roman Catholic parish faith community or possesses the knowledge of and is willing

to function in a manner consistent with the mission of the Catholic Church.

- Computer literate and proficient in relevant software applications including ParishSoft Office Suite, Microsoft Office Suite products (e.g., Outlook, Word, Excel, PowerPoint, Publisher), and Google. Ability to learn new software programs as needed.
- Professional appearance, courteous customer service attitude, and knowledge of customer service principles and practices.
- Multi-tasking, organizational and time-management skills, with the ability to prioritize and perform outlined tasks with minimum supervision.
- Ability to interpret a variety of instructions provided in various forms.
- Capable of performing a variety of duties, often changing from one task to another without loss of efficiency or composure and able to adapt to changes in routine and schedule.
- Ability to accept direction and support the process for the focus, control or planning of an activity.
- Ability to be resourceful, flexible, collaborative, and proactive when issues arise.
- Ability to discern when information is confidential and be able to maintain strict confidentiality.
- Hands-on experience with office equipment (e.g., fax machines, copiers).
- Knowledge of administrative and clerical procedures, with attention to detail.
- Solid written and verbal communication skills.
- Contributes to team effort by accomplishing related results.
- Flexibility of schedule to meet the needs of the parish as needed.
- Maintain the current level of knowledge and skills required to function as a parish receptionist. This may be accomplished through reading appropriate materials and participating in training opportunities and/or workshops as approved and as appropriate.
- Bilingual (English/Spanish), with the ability to read and write in Spanish.

**Work Environment:** The majority of the work is in an office setting. Physical demands of this job include being regularly required to stand, walk, sit, use hands or fingers, reach with hands and arms, talk, and hear. This position spends a significant amount of time working on a computer. The employee may be required to lift and/or move up to 30 lbs. The work environment includes some minor to moderately high exposure to noise due to shared office space, proximity to office waiting area, and office equipment. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.