

JOB DESCRIPTION

Date Prepared: April 25, 2022

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POSITION TITLE: Receptionist
Bi-lingual English/Spanish

JOB CLASSIFICATION: Non-Exempt

DEPARTMENT: Administration

REPORTS TO: Business Manager

SUPERVISORY RESPONSIBILITY: None

INTERNAL/EXTERNAL CONTACTS: Parish staff and volunteers, committee members, Diocesan offices, extended catholic community and organizations.

REQUIRED:

- Courteous and professional manner with strong organizational and communication skills and ability to accurately communicate information about various parish departments, ministries and functions.
- Maintains strict level of confidentiality.
- Basic to intermediate knowledge/experience with Microsoft outlook, word, excel.
- Must be bi-lingual English/Spanish.
- Be able to read and write in English and Spanish preferred but not necessary
- Able to work on a rotation schedule.
- Weekend shifts

DESIRED:

- High school graduate and/or equivalent job-related experience required.
- Two years' recent experience as a receptionist/secretary preferably in a church environment.

SUMMARY OVERVIEW: To greet, welcome, and assist parishioners and guest to the cathedral campus in a professional and pastoral manner. Answers questions and gives information on various church topics; relays information to guests on scheduled events and where they are taking place; operates telephone console; may assist staff by providing clerical and secretarial duties as needed.

ESSENTIAL FUNCTIONS:

- Greets and welcomes parishioners and visitors.
- Notifies staff member of visitor's arrival and asks visitor(s) to remain in reception area until staff arrives to escort to the meeting area.
- Receives payments and follows the policy and procedures for processing credit card payments, cash and check payments for baptisms, weddings, events etc.
- Responds to inquiries on a wide variety of topics, both on the telephone and in-person guests.
- Answer and forward emails received from the parish website to the appropriate staff member.
- Maintains requests for issuance of room keys ministry leaders and checks the calendar to ensure the room key is given to an authorized person.
- Answers the telephone in a professional and courteous manner, relays/emails telephone messages promptly and accurately, transfers telephone calls appropriately.
- Demonstrates proficiency in use of Microsoft outlook programs, including email, word processing and computer skills.
- Completes and prepares assigned work given from day secretary, or supervisor.
- Record marriage, baptisms, weddings, first communion and confirmation certificates into the appropriate 'record' book.
- Complete Mass intention cards as requested by parishioners.
- Other duties as requested by the Supervisor.

PHYSICAL REQUIREMENTS:

Typical Working Conditions	Typical office environment
Equipment Used	Basic computer equipment, keyboard, mouse, telephone, copier, calculator.
Essential Physical Tasks	Communicate, move, remain stationary and occasionally carry material as needed up to 5 lbs.