

## JOB DESCRIPTION

Diocese of Orange, Saint Columban

**Date Prepared: 4/19/2022**

**Date Issued:**

**Date Revised:**

**Approved By: Bridget Phillips**

**Approved By:**

**POSITION TITLE: Front Desk Receptionist**

**JOB CLASSIFICATION: non-exempt.—Part time (20-24 hours a week)**

**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:**

1. Courteous and professional manner with strong organizational and communication skills and ability to accurately communicate information about various parish departments, ministries and functions.
2. Maintains strict level of confidentiality.
3. Basic to intermediate knowledge/experience with Microsoft outlook, word, excel.
4. Be bi-lingual English/Vietnamese.
5. Availability to work afternoon and weekends

**DESIRED:**

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

**SUMMARY OVERVIEW:**

The position of a front desk receptionist is essential to our parishioners and staff. You are the first person to greet, welcome, and assist parishioners and guest to our 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:**

Primary duties and responsibilities include:

(List in order of importance and amount of time spent performing duties.)

1. Assist parishioners that come to our office
2. Assist with phone calls once language has been determined
3. Return phone calls to parishioners who are Vietnamese speaking or as needed
4. Liaison for the parish staff and Vietnamese communities
5. Schedule Mass intentions requested by parishioners
6. Fill out request for certificate and submits them for parishioners
7. Take sick calls and give the information to the duty priest
8. Performs other work related tasks.

**NON-ESSENTIAL FUNCTIONS:**

1. Orders office supplies on a weekly or as needed basis
2. Updates office inventory monthly or as needed

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**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

<b>Typical Working Conditions:</b>	Typical office environment.
<b>Equipment Used:</b>	Basic computer equipment, keyboard, mouse, telephone, copier, calculator and paper shredder.
<b>Essential Physical Tasks:</b>	Communicate, move, remain stationary, reach, occasionally carry materials as needed weighing up to 15 lbs. .

