

JOB DESCRIPTION

POSITION TITLE: Front Desk Receptionist

JOB CLASSIFICATION: Non-Exempt – full time

DEPARTMENT: Administration

REPORTS TO: Pastor, Director of Parish Life & Faith Formation

SUPERVISORY RESPONSIBILITY: None

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

REQUIRED:

- Warm, courteous and professional manner with strong organizational and communications skills, ability to accurately communicate about various parish departments, sacramental requirements, ministries and functions.
- Maintains strict level of confidentiality.
- Basic to intermediate knowledge/experience with Microsoft Outlook, Word, Excel, PowerPoint
- High School diploma, prefer some college, and equivalent work experience
- Answering multi-line phone
- Able to lift, move, and carry up to 25 lbs.
- Able to work 25-30 hours per week on a potentially varied schedule, including weekend shifts.

DESIRED:

- 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 parish campus in a professional and pastoral manner. Updates parish calendar. Answers questions and gives information and various church topics, relays information to guests, updates/edit parish registry database, records mass intentions, operates telephone console, assists staff by providing sacramental clerical duties for baptisms, weddings and funerals.

ESSENTIAL FUNCIONS:

- Greets and welcomes parishioners and visitors. Notifies staff member of visitor's arrival and asks visitor(s) to remain in reception area unit 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, funerals & misc. events. Updates, edits to parish database.
- 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 reception email and website to the appropriate staff member.
- Maintains key log, manage requests for issuance of parish keys to ministry leaders and checks the calendar to ensure the keys are given to the authorized persons.
- Answers the telephone in a professional and courteous manner, relays/emails telephone messages promptly and accurately, transfers telephone calls appropriately.
- Demonstrates proficiency is use of Microsoft outlook programs, including emails, word processing and computer skills.
- Completes and prepares assigned work given from Pastor, Parochial-Vicar, Business Manager & Director of Faith Formation
- Record marriage, baptisms, weddings, first communion and confirmation certificates into the appropriate 'record' books.
- Complete Mass intentions cards as requested by parishioners

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Typical Working Conditions:	Typical Office Environment:
Equipment Used:	Basic computer equipment, keyboard, mouse, telephone, copier, calculator and paper shredder
Essential Physical Tasks:	Communicate, move, remain stationary and occasionally carry material as needed up to 25 lbs.