



St. John Neumann Catholic Church

POSITION TITLE:	Receptionist
JOB CLASSIFICATION:	Non-Exempt, Part-Time
DEPARTMENT:	Parish Administration
REPORTS TO:	Office Manager
SCHEDULE:	Saturdays and Sundays, (9:00am to 3:00pm) and occasional weekdays (substitute)
PAY RANGE:	\$19.00-\$20.00 per hour

JOB SUMMARY:

The receptionist greets visitors and parishioners, answers phone calls, and performs various administrative tasks in a welcoming environment.

RESPONSIBILITIES:

Because all St. John Neumann Catholic Church employees represent the Roman Catholic Church, they are expected to conduct themselves according to the goals and mission of the Church in performing their work.

Primary duties and Responsibilities include:

- Welcome and greet parishioners and visitors who walk into the parish office. Address their inquiries.
- Ensures reception area is tidy and presentable, creating a welcoming environment
- Receive new parishioner registrations, change of address requests, donation envelopes.
- Answer the phone. Assist with inquiries and direct the caller to the appropriate department/ministry. Check the parish office voicemail messages and return phone calls.
- Assist with Mass intentions, fill out Mass cards and record payment.
- Add names to the prayer list for the sick and deceased.
- Fill out the clergy visit form regarding Anointing of the Sick and schedule the visit with the appropriate priest. Fill out the sick call book.
- Handle incoming and outgoing mail appropriately. Sort and distribute mail.
- Sign for deliveries and notify the appropriate staff member.

- Assist the priests with scheduling some appointments and signing forms.
- Receive baptism, wedding, funeral, sacramental certificate and facility use requests.
- Schedule house blessings and car blessings.
- Register couples for marriage classes and receive payments.
- Receive ministry deposits and record them in the log book.
- Assist parishioners with checking in and checking out facility keys.
- Perform other duties as assigned

QUALIFICATIONS:

- Some college or degree
- Provides excellent customer service
- Ability to maintain professionalism and composure throughout high volume interactions
- Proficient in Microsoft Office including Word and Excel and Power Point.
- Good organizational and accuracy skills

PREFERRED:

- Practicing Roman Catholic with love of the faith

PHYSICAL REQUIREMENTS:

- To perform duties of the job, the employee may on a regular basis be required to stand, sit, talk, hear/listen, reach, stoop, kneel and use hands to operate a computer, keyboard and other office equipment. Close vision requirements apply due to nature of computer work.

WORK ENVIRONMENT:

Typical Working Conditions: Office environment

Equipment Used: Basic computer equipment, keyboard, mouse, telephone, copier, paper shredder, calculator.

Essential Physical Tasks: Verbal communication, movement around the office, remain stationary, reach and occasionally carry materials as needed weighing up to 30lbs.