

JOB DESCRIPTION

ST. NORBERT CATHOLIC CHURCH

Orange, CA

POSITION TITLE: Receptionist

JOB CLASSIFICATION: Non-Exempt, Part-Time

HOURS/SCHEDULE: 28 hours/week - Schedule to be determined and may vary. Must be available for nights and weekends.

REPORTS TO: Parish Life Director

SUPERVISORY RESPONSIBILITY: None

PAY RANGE: \$16.50 to \$18.50
Based on qualifications and experience

INTERNAL/EXTERNAL CONTACTS: Clergy, parish staff, parishioners, families, and volunteers.

JOB SUMMARY: To greet, welcome, and assist individuals who come or contact the parish office in a professional and pastoral manner. Answer questions and give information on various church topics; operates computer and telephone console; may assist staff by providing clerical and administrative support as needed.

ESSENTIAL FUNCTIONS:

Primary duties and responsibilities include:

- Greet and welcome parishioners and guests.
- Notifies parish staff of guest's arrival for appointments.
- Answers general/informational questions (mass times, reconciliation times, ministry functions, parish events, etc.) for parishioners and guests both on the telephone and in person.
- Maintains room key issuance process to ministry leaders for meetings.
- Answer the telephone in a professional and courteous manner and transfers telephone calls appropriately. Relays emails and telephone messages promptly and accurately.
- Takes information for Anointing of the Sick or visit requests and forwards to parish priest on duty.
- Completes sacramental certificate requests.
- Records marriage, baptisms, weddings, first communions, and confirmations into the appropriate record books.
- Completes mass intention requests from guests and parishioners.
- Completes intake of donations, payments, and funds. Records monies on daily receipt control logs and places money bag in safe.

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- Assists with preliminary information for baptisms and relays messages to baptism coordinator.
- Forwards calls for weddings to appropriate priest.
- Supports the Family Life & Formation Team with the registration process for all sacraments and quinceañera celebrations.
- Receives preliminary information for funeral requests and gives to Parish Life Director to schedule.
- Assists with the parish social media accounts. Weekly posts on Facebook and Instagram.
- Performs other duties and tasks as requested by the Parish Staff.

REQUIREMENTS:

- High school graduate and/or equivalent job-related experience required.
- Two years' experience as a receptionist, secretary, or administrative assistant preferably in a church environment.
- Possess experience with Microsoft Office (Word, Excel, PowerPoint, etc.), Canva, and Social Media applications (Facebook, Instagram, etc.).
- Bilingual (Spanish & English).
- Ability to maintain confidentiality in all matters.
- Familiarity with the Catholic faith and parish operations.
- Organizational and interpersonal skills.

Physical Requirements/Work Environment

- 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 and fingers to operate a computer, keyboard and other office equipment. Close vision requirements apply due to the nature of computer work.

WORK ENVIRONMENT:

Typical Working Conditions:	Typical office environment.
Equipment Used:	Basic computer equipment, keyboard, mouse, telephone, copier, facsimile, calculator and paper shredder.
Essential Physical Tasks:	Communicate, move, remain stationary, reach, occasionally carry materials as needed weighing up to 30 lbs.