

JOB DESCRIPTION

Diocese of Orange, Saint Columban 10801 Stanford Ave. Garden Grove, Ca. 92840

Date Prepared: 6/1/2025

Date Issued: 10/9/2025

Date Revised: 10/9/2025

Approved By: Bridget Phillips

Approved By: Fr. Luan Nguyen

POSITION TITLE: Front Desk Receptionist (Friday, Saturday, Sunday)

JOB CLASSIFICATION: non-exempt.—Part time (18 hours a week)

PAY RANGE: \$17.00-\$19.00 per hour (based on experience and qualifications)

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/ Spanish.
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 guests to our campus in a professional and pastoral manner. Answers questions and give 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: Because all St. Columban 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:

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 Spanish speaking or as needed
4. Liaison for the parish staff and Spanish 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. Updates office inventory monthly or as needed

Work Conditions

- The position primarily involves work in an office setting within the parish premises, requiring frequent use of office equipment such as computers, telephones, printers, credit card swipe, postage machine, and filing systems.
- Evening and weekend work is required to accommodate parish programs and events.
- Must be available to adjust the schedule as needed to meet the needs of the parish community and ministry activities.
- Regular interaction with children, youth, adults, and volunteers in a professional and faith-based environment.
- Some local travel may be required for parish and diocesan meetings or events.

Physical Requirements

- Ability to remain seated for extended periods while performing administrative tasks.
- Frequent walking, standing, and moving around the parish campus to support programs and events.
- Ability to lift and carry items up to 25 pounds, such as program materials, supplies, and event setups.
- Manual dexterity required for operating office equipment, creating materials, and managing paperwork.
- Visual and auditory ability to communicate effectively with staff, volunteers, and parishioners in person, via email, and by phone.
- Must be able to set up and dismantle chairs, tables, and other equipment needed for parish activities as required.