

JOB DESCRIPTION

ST. NORBERT CATHOLIC CHURCH

Orange, CA

POSITION TITLE:	Receptionist
JOB CLASSIFICATION:	Non-Exempt
HOURS/SCHEDULE:	15-20 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:	\$17.00 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.

All St. Norbert Catholic Church employees represent the Roman Catholic Church, as such, they are expected to conduct themselves according to the goals and mission of the Church in performing their work.

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.
- 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.

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.

Employee Acknowledgement

I acknowledge that I have received, read, and understood the job description for my position. I understand the duties, responsibilities, and expectations outlined herein and agree to perform my role to the best of my ability.

Employee Name: _____

Signature: _____

Date: _____