

## JOB DESCRIPTION

### Christ Cathedral Parish

POSITION TITLE:	Receptionist - Bi-lingual English/Spanish
JOB CLASSIFICATION:	Non-Exempt - TEMPORARY ASSIGNMENT 30 Days
DEPARTMENT/PROGRAM:	Administration
REPORTS TO:	Front Office Supervisor
SCHEDULE:	Mon-Wed 9a-5p
PAY RANGE:	\$18-\$21 Based on experience, education and qualifications.

### SUMMARY

To greet, welcome, and assist parishioners and guests to the cathedral campus in a professional and pastoral manner. Works with couples and families answering questions and gives information on various church topics, prepares and processes sacramental information; relays information to guests on scheduled events and where they are taking place; operates telephone console; may assist clergy and staff by providing clerical, formation and secretarial duties as needed.

### Responsibilities:

Because all Christ Cathedral Parish 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.

The position of receptionists consists of some or all the following duties:

- Welcomes and greet parishioners and visitors.
- Notifies staff member of visitor's arrival and asks visitor(s) to remain in reception area until staff arrives to escort to the meeting area.
- Receive calls regarding baptism inquiries, current registered family inquires.
- Prepares weekly baptism class information, contact parents for required information and reminder of upcoming baptism classes. Prepare certificates, records baptism into the sacramental register books.
- Prepares wedding documents upon completion of wedding service.
- Prepares and coordinates with funeral homes for services at the Cathedral.
- Prepare weekend work, i.e. prayer of the faithful, announcements, Mass intentions as needed.
- Posting sacramental information into the parish data system.
- Prepare certificates requested by parishioners i.e. baptism, first communion, confirmation, and marriage.
- Responds to inquiries on a wide variety of topics regarding campus events and parish ministries both on the telephone and in person.
- Maintains requests for issuance of room keys ministry leaders and checks the calendar to ensure the room key is given to an authorized person.
- Answers the telephone in a professional and courteous manner, relays/emails telephone messages promptly and accurately, transfers telephone calls appropriately.
- Demonstrates proficiency in use of Microsoft outlook programs, including email, word processing and computer skills.
- Records marriage, baptisms, weddings, first communion and confirmation certificates into the sacramental 'record' book.
- Complete Mass intention cards requests, receive and communicate first communion and confirmation registrations to the coordinators, receive requests for certificates and process as needed.
- Receives cash, check and credit card donations and formation registration forms.
- Completes and prepares assigned work given from supervisor.

- Relief receptionist for full-time staff as needed to include work assignments.
- Other duties as requested by the Supervisor.

**Qualifications:**

- AA graduate and/or equivalent job-related experience required.
- Three years recent experience as a receptionist/secretary in a church environment preferred.
- Ability to work and respond with positive attitude under pressure
- Goes above and beyond to provide excellent customer service
- Timely completion of assignments and ability to prioritize
- Extremely accurate, detail oriented, and quick learner
- Ability to follow directions and collaborate with others to complete tasks
- Effective oral and written communication, and problem-solving skills
- Takes initiative to learn and develop oneself
- Proactive and independent
- High degree of commitment and adherence to deadlines
- Strict standard of confidentiality and ethics
- Excellent interpersonal communication skills.
- Ability to change work schedule as needed to fulfill tasks
- Fluent in reading, writing and speaking English and Spanish.
- Commitment to the mission of the Catholic Church

**Preferred:**

- Church or non-profit experience
- Practicing Roman Catholic
- Experience with Microsoft outlook, excel, word, web-based applications

**Work Conditions:**

- The position primarily involves work in an office setting, requiring frequent use of standard office equipment such as computers, telephones, printers, credit card terminals, postage machines, and filing systems.
- Occasional weekend work may be required to support departmental programs, operational needs, or campus events.
- Must be available to adjust the work schedule as needed to meet organizational deadlines, operational demands, ministry activities or special projects.
- Regular interaction with students, staff, faculty, and visitors in a professional and faith-based environment.

**Physical Requirements:**

- Ability to remain seated for extended periods while performing administrative and computer-based tasks.
- Frequent walking, standing, and movement around the office, campus facilities to support programs and operational needs.
- Ability to lift and carry items up to 25 pounds, such as materials, supplies, and event equipment.
- Manual dexterity required for operating office equipment, preparing materials, and managing paperwork.
- Visual and auditory ability to communicate effectively with colleagues, students, and visitors in person, via email, and by phone.
- Must be able to set up and dismantle chairs, tables, and other equipment required for meetings, programs, or campus activities as needed.