

POSITION DESCRIPTION

TITLE: RECEPTIONIST

Reports to: Business Administrator
Status: Part-time, hourly

II. PRIMARY FUNCTION OF THIS POSITION

- Provide front desk and phone support of the parish office and staff.
- Provide communication and assistance to inquiries in person and on the phone from parishioners, vendors, and guests of the parish.
- Provide computer work in word processing, electronic mail and other applications;

III. MAIN JOB TASKS AND RESPONSIBILITIES

- Greet visitors, handle their inquiries, and direct them to the appropriate persons according to their needs;
- Operate phone systems and coordinate the flow of information internally and externally with staff, parishioners and organization;
- Provide general parish information to guests and callers,
- Operate and maintain office equipment, such as fax and copiers
- Receive and distribute outside mail and package deliveries,
- Maintain parish Email account, screen, forward, reply and/or delete when needed;
- Receive, collect and receipt incoming cash and other funds coming through parish office;
- Assist with registration and collecting payments for Faith Formation & Youth Ministry Activities;
- Provide assistance with forms for parish registrations, sacrament registrations, room reservations, hall rental agreements and collect fees when necessary;
- Provide occasional assistance to Secretary when needed organizing distribution of weekly bulletins, fliers, newsletters, mailings, and other materials, both electronic and copy;
- Attend scheduled staff meetings;
- Other duties may be assigned

IV. EDUCATION AND EXPERIENCE / KEY COMPETENCIES

- High School Graduate/equivalent or higher;
- Must have good interpersonal skills and a professional, welcoming demeanor;
- Must have good verbal and written communication skills;
- Must be assistance oriented with knowledge of customer service principles and practices;
- Must be punctual, reliable, and have ability to organize and plan work effectively and efficiently;
- Must have knowledge of computers and software applications, ie. MS Word, Publisher, Excel and proven ability to learn parish's database management system and other softwares;
- Ability to multi-task and willing to accept more responsibility when the need presents itself;
- Ability to maintain confidentiality;
- Person of active Catholic faith;
- Must have Spanish language proficiency, both written and spoken form