

JOB DESCRIPTION

ST. NORBERT CATHOLIC CHURCH

Orange, CA

TITLE: Receptionist

JOB CLASSIFICATION: Non-Exempt

REPORTS TO: Parish Life Director

HOURS/SCHEDULE: 25 hours per week - Schedule may vary.
Must be available for nights and weekends.

PAY RANGE: \$16.00 to \$19.00
Based on qualifications and experience

SUPERVISORY RESPONSIBILITY: None

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. Answers questions and gives information on various church topics; operates computer and telephone console; may assist staff by providing clerical and administrative support as needed.

ESSENTIAL FUNCTIONS:

- Greets and welcomes 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.
- Answers 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.

DATE PREPARED: April 26, 2024

- 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:

- Receptionist, secretarial, or administrative experience.
- Possess experience with Microsoft Office (Word, Excel, Publisher, etc.) and Social Media applications (Facebook, Instagram, etc.).
- Basic computer skills.
- Fluent in English and Spanish, verbal and written.
- Ability to maintain confidentiality in all matters.
- Familiarity with the Catholic faith and parish operations.
- Organizational and interpersonal skills.

DESIRED:

- High school graduate and/or equivalent job-related experience required.
- Two years' recent experience as a receptionist/secretary, preferably in a church environment.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Typical Working Conditions:	Typical office environment.
Equipment Used:	Telephone, computer, copier(s), scanner, paper shredder, adding machine and calculator.
Essential Physical Tasks:	Remain stationary, either sitting or standing, reaching, occasionally carry materials as needed weighing up to 30 lbs.