

FULL-TIME RECEPTIONIST

PURPOSE: Serving as the image and spokesperson of the pastor and the parish, the full-time receptionist will welcome every person at the parish office with Christian charity and Christ-centered hospitality, making them feel welcome and loved.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Be an active participant of evangelizing community looking for the lost sheep and welcome people from far and near into Christ's loving embrace.
2. Greet and welcome all persons who come to the parish office in a professional, respectful, warm, and caring demeanor, and creating a welcoming atmosphere.
3. As the first person visitors encounter, the receptionist must represent the parish, the pastor, the staff, and the Church in a positive way.
4. Attend to the people who come to the parish office, as well as those who call, by answering their questions, providing accurate information for their needs, and/or directing them to the appropriate staff member, joyfully and with a spirit of service.
5. Inform parishioners and callers of the processes and procedures, ministries, events, and activities of the parish, providing appropriate explanations.
6. Speak with patience, humility, and joy in front of disenchanted or upset parishioners.
7. When necessary, educate visitors and callers on the teachings of the Catholic Church with enthusiasm and patience.
8. Record clear and accurate messages, receive and properly file Sacramental paperwork, handle small transactions (donations for Mass intentions, candle purchases, etc.).
9. Communicate relevant information with the rest of the parish staff.

JOB QUALIFICATIONS

1. Practicing Roman Catholic in good standing with the Church
2. Exceptional customer service skills
3. Ability to read, write and fluently speak and understand English and Spanish
4. Ability to relate to a variety of persons and able and willing to work in diverse, multicultural environment
5. Strong organizational, time management, and project management skills.
6. Team player with ability to work well and collaborate with other staff members and ability to adhere to the mission and vision of the parish and its pastor.
7. Basic knowledge of how the parish operates and ability to grasp quickly how the parish office functions
8. Basic knowledge of and skill in using personal computers and word processing
9. Ability to work in fast-paced environment
10. Ability to maintain confidentiality in all matters

If interested, please email dana.molina@queenofpeace.net.