

|                        |
|------------------------|
| <b>JOB DESCRIPTION</b> |
|------------------------|

Diocese of Orange, St. Hedwig Catholic Church in Los Alamitos, CA

**POSITION TITLE:** Parish Office Receptionist

**JOB CLASSIFICATION:** Part Time

**SALARY RANGE:** \$19.00 - \$22.00/Hour

**DEPARTMENT/PROGRAM:** Parish Office

**REPORTS TO:** Business Manager

**Position Summary:**

The Parish Office Receptionist is responsible for professionally greeting, welcoming, and assisting individuals who visit or contact the parish office. This role also provides administrative support to parish staff and ministry leaders as needed.

**Qualifications & Experience:**

Required:

- Courteous, professional demeanor with strong organizational and communication skills.
- Ability to accurately convey information regarding parish departments, ministries, and functions.
- Commitment to maintaining confidentiality.
- Basic to intermediate proficiency in Microsoft Outlook, Word, and Excel.
- Availability to work evenings and weekends.

Preferred:

- Advanced proficiency in Microsoft Outlook, Word, and Excel.
- Experience working in a church office environment.

**Essential Functions:**

1. Greet, welcome, and assist visitors and callers in a pastoral and professional manner.
2. Stay informed about parish events through the bulletin and website to assist with inquiries.
3. Provide general information to parishioners and guests, including Mass times, reconciliation schedules, ministry functions, and parish events.
4. Handle a variety of inquiries, both in person and over the phone, directing them to the appropriate person or agency as needed.
5. Check and manage voicemail messages, returning or forwarding them as appropriate.
6. Collect and forward information for Anointing of the Sick requests to the priest on duty.
7. Assist with sacramental requests, including generating sacramental certificates.
8. Update the general intercession list and record Mass intentions and related donations.
9. Manage the sign-in and sign-out process for keys.
10. Accept and record donations, including Mass intentions, in the daily funds log.
11. Receive and forward information from individuals in need to St. Vincent de Paul.
12. Assist with copying, shredding, and preparing weekly usher deposit bags.
13. Support sorting, mailing, and other tasks as requested by the immediate supervisor or pastor.
14. Return phone calls and emails from parishioners requesting support.
15. Assist with business office-related tasks such as scanning, filing, verifying donation information.
16. Collect and secure donations from the church including devotional candle donations.
17. Perform other duties as assigned.

**Physical Requirements & Equipment Operated:**

Standard office environment: Computer, keyboard, mouse, telephone, copier, scanner, calculator, paper shredder.

Physical Tasks: Remain stationary (sitting or standing) for extended periods. Reach and occasionally lift items weighing up to 30 lbs.