

Receptionist & Administrative Assistant

"All guests who present themselves are to be welcomed as Christ Himself."
Rule of Saint Benedict Chapter 53, verse 1

The mission of the Church, as given by Jesus in the Great Commission, is to make disciples. The role of the Front Office Receptionist & Admin Assistant is to be a welcoming and knowledgeable host to visitors and parishioners, and a reliable partner to the parish leadership and other staff in their pastoral and administrative roles. As the first face and voice that parishioners will encounter at the office, by ensuring that parishioners are welcomed, parish data is accurate and available, and events are organized, the entire parish staff and all volunteers will be better able to live out their missionary call to service in their roles and jobs.

Reception of Guests:

The Front Office Administrative Assistant will often be the first person visitors meet in the parish office and often the first voice they hear when calling the parish. Thus, a customer service mindset is the most important responsibility. This customer service responsibility may involve the following tasks:

- Assisting with Mass intentions
- Answer phones and forward calls/messages as needed.
- Assist the staff/team in the use and function of office phones.
- Referrals to community aid organizations and answering questions about the parish.
- Unlocking and locking doors.
- Food pantry distribution
- Assisting customers with gift shop purchases
- Setting up for events
- Upkeep of campus signage
- Maintaining the general appearance of campus facilities.
- Preparing and organizing Sunday and Wednesday snacks and drinks.

Admin and Ministries Support:

The front office admin assistant may help parishioners, ministry leaders, and other staff with regular tasks:

- Vendor supervision (when delegated by facilities coordinator or business manager)
- Directing questions to the appropriate staff or clergy
- Ensure accuracy in parish, sacrament, and parishioner data
- Assist with the regulatory compliance of insurance and liability verifications (as needed/assigned)
- Ordering, purchasing, shopping, and picking up orders off campus (as assigned).
- Under the guidance of the Director of Music Ministry, design and publish worship aids for parish liturgies, to include weekends, Holy Days, Weddings, Funerals and School Masses.
- Preparation of bags for weekend offertory collections.
- Assist with the setup for luncheons, funerals, and other staff events.
- Preparing, receiving, and distributing mail.
- Room preparations, snack baskets and supply preparation and distribution (as needed).



- Assist in the reception of guests and setup of special events (ie: Chrism Mass, Ordinations, etc.) and ensure the proper closing of campus.

Additional responsibilities as arise and are assigned by the Business Manager, Rector, or Parish Coordinator.

Other Requirements:

- Must be fluent (or the ability to be trained) in the full Microsoft Office Suite (Word, Excel), the full Google Suite (Gmail, Forms, Calendar, Drive, Docs, Sheets), Square for the gift shop, Ministry Platform for data entry, and the ability to learn other computer programs as needed.
- Must be a self-starter and look for opportunities to better serve the parish and parish staff.
- Must be able to work in an environment with many interruptions.
- Must pass background screening and credit check.
- Must have good interpersonal skills and familiarity with the teachings of the Catholic Church, and be able to communicate to parishioners and guests with clarity in regard to the Church's position on a variety of topics.
- Must work well with others.
- Must be willing to pursue additional training and professional development.
- Must have high school diploma and at least 2 years of office/administrative experience.
- Must perceive characteristics of objects through eyes, express or exchange ideas by means of the spoken word, perceive the nature of sounds by the ear, sit for prolonged periods of time (up to 60 minutes at a time).
- Must be able to lift/move up to 20 lbs.
- Must adhere to strict confidentiality procedures and maintain the utmost professionalism when dealing with parishioner records and deposits.

Direct Supervisors:

- Parish Business Manager (direct supervisor)
- Parish Coordinator (for task assignments)
- Rector

Collaborates with:

- Parish Leadership Team
- Volunteer Ministry Leaders and Auxiliary Groups (K of C, CCW, etc...)
- Parish Coordinator and Facilities Manager
- Other members of the clergy
- Diocesan Pastoral Center Staff

Hours: Monday-Friday 8am-3:30pm (Flexible when working evenings or weekends)

Compensation: Hourly, \$20 per hour

Benefits eligible, FLSA non-exempt

To apply, email resume to Todd Rosenbaum at rosenbaumt@shc.ptdiocese.org