



Sacred Heart Church

A Roman Catholic Christian Community of Faith and Worship

Job Title: Receptionist

Location: Covina, CA

Company: Sacred Heart Catholic Church

Reports To: The Receptionist will report to the Office Coordinator and Business Manager.

Job Summary: As a Receptionist, you will be the first point of contact for Sacred Heart Catholic Church. Your role is to provide exceptional customer service, manage front desk operations, and support the smooth functioning of our office environment. You will be responsible for greeting visitors, handling phone calls, and performing various administrative tasks.

Key Responsibilities:

- **Front Desk Management:**
 - Assist with data entry and maintain accurate records.
 - Maintaining calendars for parish events and programs.
 - Assist pastor, office coordinator and Parish Business Manager with tasks and projects as needed.
 - Greet and welcome visitors in a professional and friendly manner.
 - Direct visitors to the appropriate person or department.
 - Handle incoming and outgoing mail and packages.
 - Manage the scheduling of conference rooms and other shared spaces.
 - Data entry, the development of weekly, monthly and annual reports.
 - Organizing files, record keeping and ability to obtain information.
- **Phone and Email Communication:**
 - Answer and route phone calls to the appropriate departments or individuals.
 - Take and relay messages accurately.
 - Respond to email inquiries in a timely and professional manner.
- **Customer Service:**
 - Coordinate initial stages of funerals, baptisms, weddings with priest, appropriate ministers and music staff.
 - Provide information about Sacred Heart and its services to parishioners and visitors.
 - Address and resolve any issues or complaints in a courteous manner.
- **Office Supplies and Equipment:**
 - Monitor and replenish office supplies as needed.



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- Maintain and troubleshoot office equipment, reporting any malfunctions.
- **Qualifications:**
 - Verbal and written communication skills to interact clearly with parishioners, employees, vendors and guests.
 - Strong organizational skills to keep accurate records and find important information quickly.
 - Time management skills to prioritize and complete a wide variety of tasks throughout the day.
 - Patience and listening skills to respond appropriately and interact positively with difficult or upset parish members.
 - Interpersonal skills to create a pleasant experience for all parishioners, by being personable and attentive.
 - Professional appearance and demeanor
- **Skills:**
 - Ability to speak, read and write Spanish.
 - Knowledge of the Catholic faith, traditions and customs.
 - Maintaining discretion and privacy is a must.

Working Conditions:

- Schedule: Part-time, Sunday - Saturday [adjust as needed monthly].
- 20 hours a week (additional hour maybe available based on parish needs.)

Why Join Us?

- Opportunity for professional growth and development.
- Collaborative and supportive work environment.

How to Apply: Please submit your resume and cover letter to fernando@sacredheart.cc with the subject line "Receptionist Application – [Your Name]". We look forward to hearing from you!