



Parish Receptionist Job Description

Reports to: Director of Stewardship & Operations

FLSA Status: Hourly/Non-Exempt

Mission: The Parish Receptionist serves as the welcoming face and voice of the parish office. This role requires a professional, courteous, and pastoral presence while carrying out a range of administrative and clerical responsibilities that support the daily operations of the parish. Key duties include greeting visitors, answering phone calls, scheduling baptisms and Mass Intentions, maintaining parishioner records in the diocesan database, and assisting with parish communications. The Parish Receptionist plays an important role in fostering a hospitable and efficient environment that supports the mission and ministry of the Catholic Church.

Essential Duties:

- *Front Desk Reception:* Welcome visitors, answer phone calls, provide general information, schedule Mass Intentions, and direct inquiries to appropriate staff, ensuring a warm and professional first point of contact.
- *Baptism Scheduling:* Provide information and coordinate scheduling for baptisms and prepare baptismal certificates for families.
- *Database Management:* Maintain accurate parishioner records in the diocesan database.
- *Communication Support:* Assist with updates to parish communication platforms, including the website calendar and contact lists, and finalize and submit the weekly parish bulletin.
- *Office Support:* Maintain the cleanliness and organization of the reception area, sort mail, and receive and distribute package deliveries.

Other Duties:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications: *To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education/Experience:

- Be a practicing Roman Catholic in good standing with a deeply rooted Catholic identity.
- High school diploma or equivalent; additional administrative training a plus.



- Strong organizational skills.
- Strong verbal and written communication skills.
- Previous experience in a receptionist or administrative role preferred.
- Ability to learn common office software, including Google Workspace (Gmail, Docs, Sheets), Microsoft Office, and other parish or diocesan programs and databases.
- Ability to maintain confidentiality, discretion, and a welcoming demeanor
- Able to pass and maintain Diocesan child safety protocols.

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Ability to move throughout the work environment.
- Regularly required to speak and hear clearly.
- Visual acuity for close work, including reading a computer screen and adjusting focus.
- Ability to move tables and chairs as needed.
- Occasionally requires lifting or moving light materials (e.g., boxes of mail or supplies).

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work is performed in an office setting with regular public interaction.
- Regular office hours, with occasional flexibility depending on parish needs.
- This role routinely uses standard office equipment such as computers, photocopiers, and smartphones.