

Diocese of Nashville

<https://dioceseofnashville.com/job/receptionist/>

Receptionist

Description

Our Lady of the Lake Catholic Church Job Description

Job Title: Receptionist

Reports to: Director, Parish Life & Evangelization

FLSA Status: Non-Exempt – Hourly 20 hours/week

Send applications or inquiries to: lauras@lolcconline.com

SUMMARY

Our Lady of the Lake Catholic Church has a welcoming, family focused culture and the receptionist is the first point of contact for parishioners, visitors, and callers. This position plays a crucial role in ensuring a welcoming and organized atmosphere within our parish office. The receptionist has exceptional organizational and problem-solving skills and takes the initiative to keep the entire front office operating with excellence, staying zealous, humble, and faithful to the mission and is rooted in prayer. As part of this culture rooted in prayer, the receptionist may, at times, be called on to pray with an individual in need.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Receptionist has responsibilities which include, but are not limited to:

- Welcome parishioners and visitors in a polite and attentive manner.
- Answers the telephone in a professional, joyful, and caring manner, providing information and assistance as needed. Transfers calls to appropriate individuals or departments.
- Responds to visitor and phone inquiries from the community. Directs them to the appropriate department. Provides directions, phone numbers, and general information about the parish as needed.
- Coordinate and schedule Mass intentions for parishioners, ensuring accuracy and adherence to Church protocols.
- Maintain sacramental records. Issue sacramental certificates when requested.
- Ensure the Narthex area is clean, organized and always exhibiting a welcoming culture prioritizing excellence.
- Ensure the confessional is organized, tidy and stocked with tissues and prayer cards.
- Monitor office supply inventory and place orders as needed to maintain adequate stock levels. Keep the workroom clean and organized.
- Collects registration forms from Sunday and online registrations and enters new parishioner information into the parish database on a weekly basis, ensuring data accuracy and confidentiality. This information is then given to the Pastor's assistant to send out welcome letters to the newly registered.
- Sends out thank you notes, in a timely fashion, to individuals and families who have made memorial contributions or offered support during times of loss.
- Receives and distributes mail.
- Receives and signs for letters and packages and delivers to various departments.

Hiring organization

Our Lady of the Lake Catholic Church

Job Location

Hendersonville, TN

Date posted

September 26, 2024

Send applications or inquiries to

lauras@lolcconline.com

- Regular work attendance. This position requires having the front office door ready and open at 9:00AM Sunday – Thursday. Flexibility, on occasion, to slightly alter hours of work to support large events or other needs.
- Performs other duties as requested.

Minimum Qualifications

- High School diploma or equivalent.
- The ideal candidate should be a fully initiated and practicing Catholic with a minimum of two years of secretarial experience with excellent secretarial and organizational skills and a good working knowledge of general office practices and procedures and administrative capabilities is preferred for this position.
- The candidate should be both knowledgeable and faithful to the teachings of the Church.
- The candidate needs excellent verbal, written, and computer skills and working knowledge of computer applications including Google Forms, Outlook, Word, Adobe and Excel and the ability to master other applications, as needed.
- Ability to communicate clearly and concisely.
- Fluent in Spanish and English with ability to interpret by speaking, writing and reading preferred, but not necessary.
- Ability to understand and follow established operating procedures and to perform duties in a professional manner and appearance.
- Ability to make independent and good judgment decisions within the established procedures of the Roman Catholic Church, Diocese of Nashville and Our Lady of the Lake Catholic Church.
- Establish and maintain effective working relationships with diverse individuals and groups.
- Ability to exhibit accurate, dependable and reliable work habits, be able to work independently and efficiently, be detail oriented and possess excellent problem-solving skills.
- Knowledge and ability to practice excellent customer service skills.

WORKING ENVIRONMENT

- Office environment
- Extensive contact with the public
- Job functions may require prolonged periods of sitting; climbing stairs; walking on uneven ground; reaching or kneeling; extensive use of computer keyboard; lifting up to 40 pounds
- May include occasional evening or weekend events

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Occasionally, the position requires driving to take youth members to off-site activities. Some lifting of supplies or equipment may occasionally be required, not exceeding 40 pounds.

JOB EVALUATION

The Receptionist is hired by the Pastor in consultation with the Director of Parish Life & Evangelization. Performance will be reviewed after three-month of the initial probationary period and again at six months; after the first year, performance

evaluations are performed on an annual basis.