

## IMMACULATE HEART OF MARY PARISH

### JOB DESCRIPTION

#### RECEPTIONIST

#### I. IDENTIFYING INFORMATION

Position Title: Receptionist  
Location: Immaculate Heart of Mary Parish  
Status: Full Time  
FLSA: Non-Exempt  
Reports to: Business Manager

#### II. PRIMARY FUNCTIONS

The primary function of this position is to provide a full range of clerical functions within the parish office for staff. This role functions as the main point of contact for those making contact with the parish, via phone, mail, in person, or through electronic communications. This person works to address questions and concerns, provide access to the building, and address needs of those in the parish. Additionally, the role provides assistance with weekend liturgies, operates office equipment, and assists other staff members with administrative duties as needed.

#### III. POSITION CONTENT

##### A. ESSENTIAL FUNCTIONS

- Organize office processes and procedures for maximum efficiency and confidentiality of information.
- Manage Mass intentions, record payments, provide updates to bulletin.
- Answer the phone, responding to and redirecting calls during office hours.
- Parish oversight: open and close office, schedule appointments, schedule parish facilities and events.
- Answer the door for visitors during office hours and assist visitors as necessary.
- Manage incoming mail and email.
- Standardize office procedures to ensure efficiency and confidentiality.
- Provide direction and support to those visiting the parish.
- Complete assigned computer based tasks, using Microsoft Office.
- Prepare for weekend liturgical services including announcements and petitions, sacramental recording, and general greeting before the start of Mass.
- Provide professional and pastoral staff support.
- Assist with various needs during special events at the parish or school.
- Other duties as necessary to ensure efficient functioning of the School/ Parish/ Ministries.
- Managing parish calendar on the website and inter/ra office GOOGLE calendar.

#### IV. POSITION SPECIFICATIONS/REQUIREMENTS

##### A. SKILLS, KNOWLEDGE, AND/OR ABILITIES

1. Willingness to foster the Church's mission
2. Good organization and planning skills
3. Ability to organize and manage workload to meet deadlines
4. Proficiency with Microsoft Office
5. Good interpersonal skills
6. Maintain hospitable and Christian-like attitude and environment

7. Self-motivated/ability to work with minimal supervision
8. Ability to handle multiple projects and priorities simultaneously

**B. EDUCATION, TRAINING, AND/OR EXPERIENCE**

1. High School education or equivalent required.
2. 1-3 years previous experience in an office setting is preferred.
3. Must be able to understand and to comply with the Archdiocese of Indianapolis Code of Conduct.
4. Background screening required.
5. Must be comfortable working on the computer and using various software packages, the Microsoft Office Suite and Google products.
6. Must be comfortable learning to use office equipment, such as copiers, postage machines, computer screens etc.

**V. WORKING ENVIRONMENT**

- Must be available to work when the parish office is open
- Must be able to read and edit spreadsheets, email and other related tools related to the role
- Must be able to process and maintain large volumes of documentation
- Must be able to communicate extensively and effectively with staff and vendors via telephone, one-on-one conversations, face-to-face, and written correspondence
- Requires extensive use of desktop computer and other administrative equipment
- Must be able to function within an active office environment

Date of job description: 8/12/2024

Employee signature below indicates the employee has received a copy of this description and indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_