

Position Title Office Receptionist	Supervisor Chief Operating Officer	Classification Exempt
Employee	Date	Supervisor Date

**Purpose of Position:** The principal duty of all employees is to assist in the mission of the Church in the Diocese of Knoxville. This job description is not designed to cover or contain a comprehensive listing of all 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. The primary purpose of this role is to provide a reception services for the front office and administrative duties to staff and members of the parish community.

**Major responsibilities:**

- Welcome and direct visitors
- Answer telephone and direct calls appropriately
- Check Messages daily
- Update recordings (Holy Day schedule or special Masses during holidays)
- Provides receptionist services for the parish office including the recording of clear and accurate messages, the handling routine questions about policies, events, etc., and the greeting of visitors.
- Maintains PDS – updates information for parishioners addresses, phone numbers
- New Parishioner Report Weekly
- Exports data to Our Sunday Visitors Envelope Company
- Sacramental Registers for Baptisms, Confirmations, First Communions, Funerals
- Print out and mail Baptismal certificates
- Coordinates the Baptismal classes for Spanish Baptisms
- Distributes mail and other related material.
- Maintains parishioner data.
- Maintains parish records of marriages, baptisms, deaths.
- Performs secretarial duties for the pastor, staff, and other designated committee members
- Operate office machines
- Order and/or purchase office supplies including coffee for the pantry.
- Type weekend petitions and announcements
- Maintain all Collection bags
- Take bags over to Sacristy on Fridays
- Maintain and Record all Mass Intentions
- Order Mass Cards when necessary
- Order Sacramental Certificates
- Kitchen Duty
- Keep front office clean and neat; decorate accordingly ( Advent, Christmas, Easter)

Qualifications:

- Must have good interpersonal communication skills
- Must have ability to maintain confidentiality in all matters
- Must have ability to communicate verbally and in writing, and must be bilingual (English and Spanish).
- Must have knowledge of and skill in using personal computers
- Must be highly proficient in using Microsoft Office products, Word, Publisher and Excel
- Must have ability to learn new software programs as needed
- Must be familiar with office machines such as copier, postage meter, etc.
- Experience working with the public
- Experience in an office environment
- Ability to solve practical problems while dealing with a variety of concrete variables
- High school diploma or equivalent
- Attend software-training sessions as scheduled