

Catholic Funeral & Cemetery Services Of the Diocese of Sacramento

Job Description – Receptionist

Location: All Souls Cemetery and Funeral Center

POSITION SUMMARY

- Part-Time, Temporary Position
- 24 hours per week (May include Saturdays)
- Non-Exempt

DUTIES AND RESPONSIBILITIES

To courteously and effectively answer telephone and direct calls, receive and direct guests and appointments, and provide basic cemetery-site location information to callers and walk-in public.

All Diocesan employees represent CFCS, and in doing so are expected to conduct themselves according to the goals and mission of the CFCS in the performance of their work.

- Greet staff, guests and public and direct them to proper destinations
- Check/Clean arrangement rooms after each family.
- Assist visitors and callers with basic information and directions.
- Receive and route calls to proper destination.
- Maintain accurate FSA lead rotation.
- Check/fill stock levels of forms, maps, pens, customer information & candy
- Take and deliver messages accurately and promptly.
- Sort and file various materials.
- Set up chapel for Mass or other services.
- May input data on computer.
- Performs related duties as requested by manager.

MINIMUM QUALIFICATIONS

Any combination of experience and education likely to provide the required knowledge, skills and abilities, typically:

- High School Diploma or equivalent
- One year of customer service or receptionist work experience.

KNOWLEDGE, SKILLS AND ABILITIES

Familiarity with:

- Rites and traditions of the Roman Catholic Church.
- Address protocols of clergy.
- Modern office methods and procedures.
- Current Microsoft word processing applications.

Skill in:

- Telephone communications and etiquette.
- Dealing with the general public.
- Collaborating with colleagues and working in a team environment.

Abilities to:

- Communicate effectively in written and oral form.
- Bilingual English with Spanish or Tagalog preferred.
- Display a high degree of professionalism, patience and courtesy towards patrons, clergy, visitors, and co-workers.
- Maintain confidentiality.
- Operate telephone equipment.
- Type a minimum of 40 words per minute.
- Position involves standing, walking and extended periods of sitting. Requires ability to frequently exert up to 10 pounds of force to move objects and occasionally exert up to 30 pounds.

- Filing and retrieving documents from bookcase and single or multi-drawer cabinets up to 5 feet high. Must be able to reach above the shoulder for upper drawers or shelves, or crouch to reach lower drawers or shelves.
- Perform tasks requiring intermittent bending, stooping and walking
- Sustain frequent movement of the fingers, wrists, hand and arms

These requirements are representative of the minimum levels of knowledge, skills and/or abilities. Responsibilities may vary according to the size and activity of cemetery, and whether the cemetery has an on-site mortuary.

I have read, understand, and agree to the requirements set forth in this job description.

Print Name _____

Signature _____

Date _____

Managers Name _____

Signature _____

Date _____