



JOB DESCRIPTION

Position: Receptionist
Location: Catholic Funeral and Cemetery Services
Position Status: Full Time
Schedule: Monday – Friday, Saturdays
Category: Non-Exempt
Pay Rate: From \$16.90 per hour

Supervisor: Reports to the Administration Manager or other supervisor as assigned.

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

Essential Functions:

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

1. Answer multi-line switchboards, direct calls, screen calls, and provide information.
2. Route calls to appropriate person.
3. Capable of relaying messages accurately and transferring information verbally, handwritten, or by email.
4. Greet guests from a standing position and direct them to proper destinations.
5. Straighten and restock arrangement rooms as directed.
6. Assist visitors and callers with basic information and directions.
7. Receive and route calls to proper destination.
8. Maintain accurate Family Service Advisor rotation.
9. Check/fill stock levels of forms, maps, pens, customer information & candy.
10. Take and deliver packages and messages accurately and promptly.
11. Sort and file various materials.
12. Facilitate with memorial marker processes.
13. Set up chapel for Mass or other services.
14. Input data on computer.
15. Performs related duties as requested by manager.

**Minimum Qualifications:**

1. Must hold a valid California Driver's License.
2. High School Diploma or equivalent.
3. Must be a Catholic in good standing.

KNOWLEDGE, SKILLS AND ABILITIES

Familiarity with:

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

Skill in:

- Telephone communications.
- Dealing with the public.

Abilities to:

- Communicate effectively in written and oral form.
- Bilingual English/Spanish.
- 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 wpm.
- 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

Education:

1. High School Diploma or equivalent, preferred



Ability:

1. Must be able to lift at least 100 lbs.

Skills/Knowledge:

Practicing Catholic with knowledge and understanding of the Catholic Church;

Proficient in Microsoft Office Products (Word, Excel, Access, Outlook); excellent interpersonal and phone skills; great organizational skills; ability to maintain strict confidentiality; professional temperament and appearance; ability to communicate effectively in oral and written form using correct spelling, grammar and punctuation; ability to work and relate to a variety of personalities and cultures with diplomacy, friendliness and poise; able to work in a team-oriented environment; handle multiple assignments consecutively and prioritize workload.