

JOB DESCRIPTION

Position:	Administrative Assistant / Switchboard
Location:	Catholic Funeral and Cemetery Services
Position Status:	Full Time
Schedule:	Monday – Friday & Every Third Saturday per Month
Category:	Non-Exempt
Pay Rate:	From \$19.00/hr. - \$21.00/hr.

Supervisor: Reports to the Office Administration Manager

Job Summary: Responsible for supporting the smooth daily operations of the cemetery and funeral center. The Administrative Assistant/Switchboard serves as the first point of contact for visitors, families, and callers, managing a multi-line phone system and directing inquiries to the appropriate funeral center staff. This role provides administrative support to the Office Administration Manager and assists with a variety of clerical and operational tasks. The ideal candidate is professional, reliable, accountable, detail-oriented, organized, and is capable of working independently, while maintaining a welcoming and professional demeanor. Proficiency in Microsoft applications and standard office equipment is required

Essential Functions:

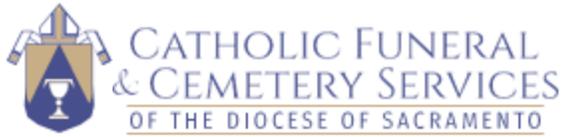
All Diocesan employees represent the Diocese of Sacramento, and in doing so are expected to conduct themselves according to the goals and mission of the Diocese in the performance of their work.

Switchboard Responsibilities:

- Operate and manage a multi-line phone system
- Answer incoming calls promptly and professionally
- This role is responsible for answering and routing calls to the appropriate funeral center(receptionist) or staff member
- Take clear and detailed messages when necessary
- Monitor and manage voicemail system
- Handle sensitive or urgent calls with discretion and professionalism
- Provide general information to callers as appropriate

Reception & Front Desk Support:

- Greet visitors and families in a professional and compassionate manner



- Maintain a clean and organized reception area
- Assist with visitor sign-in procedures

Administrative Support:

- Prepare, organize documents, customer research and filing
- Order and maintain office supplies
- Assist manager with special projects and reports

Minimum Qualifications:

- Must hold a valid California Driver's License
- High School Diploma or equivalent
- Must be a Catholic in good standing
- 1 – 3 years of administrative or receptionist experience
- Professionalism and courtesy
- Time management skills
- Provide coverage at other CFCS Funeral Centers/Locations as needed

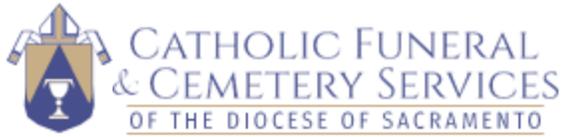
KNOWLEDGE, SKILLS AND ABILITIES

Skill in:

- Experience operating a multi-line phone system
- Proficiency in Microsoft Office and Google applications
- Strong organizational and multitasking skills
- Excellent verbal and written communication skills using correct spelling, grammar and punctuation
- Ability to handle confidential information with discretion
- Dealing with the public

Abilities to:

- Bilingual English/Spanish.
- 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 lift up to 50 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