

Job Position Description

Position Title: Front Office Receptionist

Purpose: The Front Office Receptionist serves as the customer service representative of the Parish front office to provide help for any person seeking the Parish's services.

Location: The Front Office Volunteer works from the Parish front office that is located on the South-East part of the church campus at 440 E. Elliot Road, Gilbert, AZ 85234.

Key Responsibilities:

- Provide service in a friendly, efficient manner.
- Duties include new parishioner registration, generating sacramental certificates and sponsor letters, accepting and recording mass intention requests, ordering parish office supplies, preparing tax letters, directing people in need of help to appropriate services, controlling access to parish office and employees, handling parish mail, faxes and various miscellaneous duties as needed or requested by Pastor or Director of Parish Administration.
- Assist the Parish Administrator in money counting responsibilities.

Reports to: Dcn. Andrew Gilliland, and works on behalf of the Pastor.

Length of Appointment: This appointment is on a **temporary** basis and is expected to last from 2-3 months.

Time Commitment: The positions requires 30 hours per week from Monday through Friday.

Qualifications: Working knowledge of Mac computers, as well as Microsoft Office software including Word, Publisher, and Excel; Strong computer, phone, and communications technology skills; Excellent verbal and written communication skills; ability to multi-task and remain organized and efficient in a busy Parish office. The right candidates will enjoy working with people, be very organized, have great patience, and a willingness to help even difficult people,

and the abilities to carry out the many duties of the Parish receptionist within the Parish framework of welcoming and serving everyone as Jesus Christ. Practicing Roman Catholic in good standing with the Church.

Support: Training for this position will be provided. In addition, the Parish Administrator and Front office personnel will be available for questions and assistance.

Age Requirement: 18 years of age or older

Dress Code: Appropriate dress for representing the Catholic Faith when dealing with other meetings with staff, parishioners and so forth.

Other Requirements: At least two years work experience in customer service or front office is preferred. **Bilingual candidates only please**, as St. Anne ministers to our Parishioners in both Spanish and English. Completion of the Diocese of Phoenix Safe Environment Class – Called to Protect. Annual renewal of Safe Environment program.

Benefits for Volunteer:

- Opportunity for interacting with and getting to know people in the Parish.
- Opportunity to gain an understanding of how the parish front office works.
- Opportunity to gain valuable customer service/office experience.

If you are interested in this position, please email admin@stanneaz.org