

RECEPTIONIST
Holy Innocents, Victorville
28 hours per week. Pay Rate: \$17.50

The Diocese of San Bernardino is a vibrant and diverse community of Roman Catholic Believers committed to bringing the Good News of Jesus Christ to all we encounter. We are guided by the core values of hospitality, collaboration, faith sharing, and reconciliation. Through the impact of the Gospel, we seek to fill lives with hope.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES:

- Serve as the first point of contact for all visitors, parishioners, and callers, providing courteous and efficient service.
- Answer and screen phone calls, respond to inquiries, and direct calls to the appropriate personnel.
- Manage incoming and outgoing mail, emails, and other correspondence.
- Greet and assist parishioners, visitors, and those seeking information or services.
- Maintain a welcoming atmosphere in the parish office.
- Complies with all applicable parish policies and procedures.
- Observes professional ethics and confidentiality.
- Collect and record parish donations, contributions, and other financial transactions as needed.
- Prepare receipts for money donations.
- Prepare collection bags for weekends when needed.
- Prepare and type baptismal certificates monthly and other sacraments certificates.
- Type permission letters for marriage and baptism
- Coordinate and schedule sacraments (baptisms, weddings, funerals, etc.) with parishioners and clergy.
- Ensure all events are accurately scheduled and communicated (Marriages, Quinceañeras, funerals)
- Maintain and update parish records for marriages, baptisms, funerals in Parish Sacramental books.
- Prepare and record classes for Quinceañeras every 3 months.
- Insert flyers for bulletins when needed.
- Prepare donation letters for dinner hour and/or any other ministry.
- Make copies for ministries.
- Prepare funeral arrangements with mortuaries.
- Assist family members with the preparation of liturgy materials for mass.
- Assist in preparing mass intention for decease and sick list for masses on weekends.
- Open classrooms for ministries.
- Other duties as assigned.

Required Attributes:

- Demonstrates flexibility in adjusting to the needs of the Parish.
- Exhibits a spirit of hospitality toward all participants and community members.
- Upholds a high standard of professionalism in all responsibilities.
- Promotes teamwork by collaborating effectively with catechists, staff, and parish ministries.
- Provides excellent customer service to participants, families, and parishioners.
- Open to additional training to enhance knowledge and effectiveness.

SKILLS AND EXPERIENCE REQUIRED:

- Must have good basic clerical and computer skills.
- Requires a high level of pastoral and interpersonal skills.
- Must be knowledgeable of Catholic teaching, parish ministries, procedures and protocols.
- Must be able to multitask

QUALIFICATION GUIDELINES:

- High School diploma or GED required; Associate degree or equivalent experience preferred.
- Must have a minimum of 2 years' experience in a related position.
- Prior experience in a secretarial, administrative, or customer service role is required, preferably in a church or non-profit setting.
- Must be detailed oriented, have strong organization and communication skills; effective written and verbal and ability to process and complete multiple tasks in a timely manner.

- Must have effective ability to operate a PC including the following programs: Microsoft Word, Excel, Access Power Point, Publisher etc.; effective telephone skills including answering phone, talking messages, directing calls, asking questions.
- Effective written and verbal skills.
- Must meet all Diocesan Safe Environment requirements, maintain compliance with Diocesan Safe Environment Training, must pass a background check and maintain updated background clearance.
- Ability to follow and implement policies and procedures set by the Bishop, Pastor, and Diocesan Offices.
- Must be open to additional training to enhance knowledge and effectiveness for the position.
- Ability to adapt to evolving parish needs, manage multiple programs, events, and responsibilities.
- Ability to work evenings and weekends as required for needs of the parish and/or parish events.
- Bi-lingual and bi-literate in English and Spanish preferred

PHYSICAL REQUIREMENTS:

Includes but not limited to considerable use of arms and legs, whole body movement, walking, and stooping, standing, sitting; lifting, pushing, pulling and carrying up to 25lbs., kneeling, crouching, crawling, hearing, speaking, seeing, reaching, repetitive forward bending, repetitive arm/hand motions, prolonged gripping of an item, repetitive hand/finger movements, sense of touch/feel, temperature extremes.

Interested candidates, please send resume and cover letter to:

Attn: Noemi Grace

Email: ngrace@sbdioocese.org

The Diocese of San Bernardino is an Equal Opportunity Employer.