Catholic Funeral & Cemetery Services
Diocese of Sacramento

Job Description – Receptionist

Location: St. Mary Cemetery and Funeral Center

POSITION SUMMARY

- Part-Time Position
- Approx. 24 hours per week
- Non-Exempt

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.

DUTIES AND RESPONSIBILITES

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.

- Greet public and guests 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 rotation
- Check/fill stock levels of forms, maps, pens, customer information & candy
- Take and deliver messages accurately and promptly
- Sorts and files various materials
- Facilitate with memorial marker processes
- Set up chapel for Mass or other services

- May input data on computer
- Performs related duties as requested by manager

MININIMUM 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 related work experience

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 general public

Abilities to:

- Communicate effectively in written and oral from
- 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

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.

Print Name _____

Signature _____ Date _____

Managers Name _____

Signature _____ Date _____