



# Receptionist

## Position Description

Updated on May 17, 2017

### Employment Information

Employment Date	<b>Full-Time</b> Employment Category	<b>Non-Exempt</b> FLSA Classification
<b>Semi-Monthly</b> Pay Frequency	Scheduled work week	

### Job Information

<b>May 09, 2017</b> Job Date	<b>Receptionist</b> Job Title	<b>Finance</b> Program Name
<b>Catholic Center</b> Entity Name	<b>Associate Director of Finance</b> Supervisor	

*The principal duty of all employees is to assist in the mission of the Church in the Diocese of Fort Worth. This job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*

### Essential Functions of the Receptionist are:

To receive incoming telephone calls, direct them appropriately, and relay messages appropriately. Greet visitors in a warm and welcoming manner. Maintain calendars. Perform general clerical duties as assigned.

### Job Duties

- Answers telephone and directs calls appropriately. Takes and delivers messages as needed. Provides information to assist callers with their requests. Able to answer the telephone in such a manner that the caller can feel the smile in the receptionist’s voice.
- Greets visitors in a warm and welcoming manner. Notifies Catholic Center staff when their visitor has arrived in a timely and professional manner. Directs visitors to appropriate office or meeting room upon request.
- Forwards incoming faxes in a timely and accurate manner. Sends faxes to external recipients at the request of Catholic Center staff.
- Unlocks and locks front door in a timely manner. Turns on and off lights in back hallway and lobby area.

- Ensures the lobby is clean and welcoming at all times. Waters plants, removes debris, straightens reading materials, etc.
- Decorates lobby for holidays and special events.
- Maintains meeting calendar and room reservation calendar. Assists in ensuring the room is set up appropriately to facilitate the meeting beginning in a timely manner. Assists with catering orders for meetings and events.
- Maintains and distributes the birthday calendar.
- Makes flyers, signs and notices as requested by Catholic Center staff.
- Provides a variety of clerical assistance to the staff of the Catholic Center including typing, filing, data entry, assembling packets, preparing mailings, ordering supplies, making copies, etc.

**Qualifications**

- High School diploma or equivalent.
- Bilingual Spanish/English skills required.
- Previous clerical experience preferred. Previous customer service experience preferred.
- Proficiency with Microsoft Office products including Word, Excel, Power Point, Outlook, and Publisher
- Excellent customer service, interpersonal and communication skills. Professional presentation.
- Ability to maintain confidentiality and deal with sensitive subjects.
- Able to use office machines such as faxes, copiers, scanners, printers, etc.

**Working Conditions**

- Able to sit and perform computer work for lengthy periods of time.
- Able to access and maintain centralized departmental files. Involves extending arms and reaching files stored in multiple levels on file shelves; climbing up a step ladder to access files.
- Significant amount of time regularly spent answering and speaking on the telephone and corresponding via email to individuals internal to Catholic Center and externally.
- Database entry via computer keyboard that requires repetitive hand and wrist movements.
- Ability to lift up to 35 pounds without assistance and up to 60 pounds with assistance.

**Signatures:**

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Employee

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Supervisor

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Date