



Plant / Operations Commission
Office Receptionist Coordinator
Position Description

Reports To:

Plant / Operations Commission Chair

Ministry Purpose / Objective:

To extend hospitality and to discover the needs of visitors and parishioners to ICC in a hospitable, polite, and direct manner.

General Responsibilities of All Ministry Coordinators:

- Discerns God's message in one's own life regarding stewardship of Time, Talent and Treasure.
- Is familiar with ministry guidelines and General Parish Procedures, especially facility usage.
- Confirms with the Office Manager regarding availability and usage needs before scheduling any activities or events that utilize the De Sales Faith Formation Center or the church facilities.
- Contacts Business Manager to fill out Facility Access/Magnetic Lock Fob Record & Agreement for assignment of Access Fob when utilizing the De Sales Faith Formation Center or the church facilities.
- Maintains updated participant records including phone numbers and email addresses provided by the Parish Secretary usually twice a year.
- Recruits new ministry members, using bulletin announcements, Gathering Area Monitor, etc.
- Confirms with parish secretary that volunteer is a registered member of Immaculate Conception before an individual joins the ministry.
- Responds to inquiries from prospective ministers, (verbal, email, telephone, Time & Talent sheets, interest sheet on back of registration form) regarding the ministry within ten business days.
- Maintains accurate records to provide ministry specific input for (see templates):
 - Quarterly Stewardship Bulletin Report
 - Annual Stewardship Report
 - Prepare documentation for this ministry's budget
 - Ministry Strengths and Areas of Growth
 - Ministry successes
- Writes and submits bulletin articles and when appropriate, a thank you for the bulletin, especially after special events, giving a full accounting of number of participants, items collected, etc.
- Keeps the Commission Chair advised of needs, issues, and positive experiences so they can be incorporated into the planning process.
- Presents ministry in a positive light at all times.

Responsibilities of Office Receptionist Coordinator:

- Provides weekly chart of staff's work hours & availability and church events.
- Schedules receptionists in three-month intervals by using Ministry Scheduler Pro.
- Conducts training and refresher sessions for all receptionists as needed with members through application of Guide Book.

Special Activities:

- Hosts an orientation/training session for new ministers.
- Annual parish Leadership training.
- Commissions/Stewardship weekends.

Meetings:

- All Commission meetings.
- Annual training/refresher session for all receptionists.

Time Commitment and Frequency:

Time to be allotted to the Following Tasks:

Average Time (may vary):

- | | |
|---------------------------------------|------------|
| • Individual Pre Shift Meetings | 15 minutes |
| • Development of quarterly scheduling | 3 hours |
| • Email members for availability | 1 hour |
| • Data entry into Ministry Scheduler | 1 hour |
| • Email to members | 1 hour |
| • Annual Inter-Ministry Meeting | 3 hours |
| • Pre-Planning | 1 hour |
| • Execution | 1 hour |
| • Procession | 1 hour |

Expected Length of Commitment:

Two years, and may be extended by one year with a maximum term of three years.

Qualifications Required of All Ministry Coordinators:

- Practices the Catholic faith through regular attendance at liturgy and reception of the Sacraments.
- Is familiar with General Parish Procedures and scheduling procedures.
- Demonstrates interest in the parish community, the staff, and volunteering in ICC.
- Organizational and Communication skills.
- Regular access to email.

Additional Qualifications Required:

- Ability to organize, be attentive to detail, and maintain friendly nature through creation of synergies between members while upholding ICC policies.

Office Receptionist Coordinator Resource(s): Assistant Coordinator

- Assists the Coordinator and prepares to take over his/her responsibilities at the end of coordinator's term.
- Is familiar with General Parish Procedures and scheduling procedures.
- Attends orientations for new ministers (to get to know them).



Plant / Operations Commission

Office Receptionist Coordinator Task List

General Tasks for All Coordinators:

- Recruits new members.
- Maintains updated participant records including phone numbers and email addresses provided by the Parish Secretary usually twice a year.
- Conducts training sessions during the course of the year.
 - Ensures training dates and times are on the parish calendar.
- Confirms with the Office Manager regarding availability and usage needs before scheduling any activities or events that utilize the De Sales Faith Formation Center or the church facilities.
- Contacts Business Manager to fill out Facility Access/Magnetic Lock Fob Record & Agreement for assignment of Access Fob when utilizing the De Sales Faith Formation Center or the church facilities.
- Reviews and updates ministry guidelines yearly.
- Performs regular ministry duties in accordance with the Ministry, Parish, and any Diocesan Guidelines.

Additional Tasks:

- Monday
 - Type up Receptionist's Daily Task Sheet for the week.
- Each Day
 - Inform receptionist of any changes in staff availability.
 - Inform receptionist of events or situations that may generate incoming calls.
 - Assign projects as needed by the staff.
- Quarterly
 - Email all receptionists for their "unavailable" dates to serve for the next three months.
 - Enter all responses into Ministry Scheduler Pro.
 - Generate receptionist schedule for the next two months, filling in blanks as needed.
 - Email schedule to all receptionists.
- Yearly
 - Evaluate number of new receptionists needed.
 - Check master calendar for a date for Annual Meeting.
 - Complete Facility Reservation Form to reserve date/time/room.
- Plan topics to be discussed at Annual Training/Refresher Meeting.