



Plant / Operations Commission

Office Receptionist Member Position Description

Reports To:

Office Receptionist Coordinator.

Ministry Purpose / Objective:

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

General Responsibilities of All Ministry Members:

- Discerns God's message in one's own life regarding stewardship of Time, Talent and Treasure.
- Is familiar with any Ministry and Diocesan guidelines as well as General Parish Procedures.
- Presents ministry in a positive light at all times.

Responsibilities of Office Receptionist Member Leader:

- Welcome and assist visiting parishioners and general public both in person in the Gathering Area as well as on the telephone.
- Answer and direct telephone calls to the appropriate staff members.
- Assist staff in various projects, i.e.: copying of material, proof reading, mailing projects, etc.
- Learns Guideline book.
- Answers general questions accordingly. Allow appropriate staff person to handle all "sensitive" issues. Better not to attempt to answer – Let the staff person research and handle the situation.
- Maintains appropriate atmosphere in Gathering Area during liturgy hours.

Special Activities:

- Training and Orientation.
- Periodic review of Volunteer Receptionist Information Book for any changes, updates.

Meetings:

- Annual training/refresher session.

Time Commitment and Frequency:

Time to be allotted to the Following Tasks:

- Desk Duties

Average Time (may vary):
3½ hours/month

Expected Length of Commitment:

At least one year.

Qualifications Required:

- Practices the Catholic faith through regular attendance at liturgy and reception of the Sacraments.
- Demonstrates interest in the parish community, the staff, and volunteering in ICC.
- General landscaping skills.
- The ability to portray a social and helpful nature while working with people and being up to date in training on all church equipment and procedures.