

## **The Cathedral Church of St. James**

### **Job Description**

Position: Front Desk Receptionist  
Reports to: Executive Director – Administrative and other duties  
Property Manager – Property related duties

### **Job Overview:**

The Receptionist is the first point of contact at the Cathedral and is responsible for welcoming parishioners, volunteers, members of the public, event attendees, staff and clergy. The Receptionist will ensure general office administration services are provided. The Receptionist understands user needs as well as meets the requirements of management and makes sure all visitors feel welcome to the Cathedral Centre while maintaining a secure reception area.

### **Responsibilities:**

- Create a welcoming environment by greeting guests, answering phone calls, directing visitors, and taking messages for employees.
- Manage the door control system, set up Akuvox door access codes and fobs under the supervision of the Property Coordinator.
- Maintain security of the reception area by following safety procedures and controlling access via the reception desk.
- Direct enquiries to appropriate individuals including answering phone calls and responding to emails; Respond appropriately to emergencies or urgent issues as they arise
- Ensure all contractors sign-in/out in log book and ensures they are met by a member of the staff
- Process all incoming and outgoing mail, and courier orders as required. Manage postage machine and ensure adequate supplies.
- Assist with Volunteer coordination including maintaining volunteer records and scheduling volunteers
- Be the first contact for Wedding and Funeral requests at the Cathedral and direct enquiries to appropriate individuals
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Stay current with new technologies, systems, policies and procedures related to office administration and the operations of the Cathedral
- Perform other related duties as required by the position.

### **Required Knowledge, Skills and Abilities:**

- College diploma or equivalent experience
- Excellent verbal and written communication skills with proofreading skills
- Excellent interpersonal skills, well organized, highly flexible and ability to multi-task
- Proficient with Microsoft Office Suite or related software
- Ability to learn and apply new digital technologies to fulfil the duties of the position

**Working Conditions:**

- This is a full-time on-site position at the Front Desk. Regular work days are Monday to Friday with occasional Saturday and Sunday. Work hours will be scheduled on as required basis.
- Multiple interruptions
- May be exposed to dust and noise.
- Manual dexterity required to use desktop computer devices and peripherals
- Lifting or moving up to 20 lbs may be required.