CAREER OPPORTUNITY *for*

Receptionist (Full-time)
St. Mary's Cathedral, Calgary

ROMAN CATHOLIC DIOCESE *of Calgary*

OVERVIEW

The Receptionist is considered a key member of the parish team, representing the face of the Parish to parishioners and visitors. This position assists in administrative and communication work in the front office and coordinates the volunteer screening program at the parish, working closely with the office staff, the Rector and the leaders of each parish ministry. The Receptionist is responsible for the full range of job duties as outlined below and as appropriate for the job setting. Strong interpersonal skills, exceptional organizational abilities, verbal and written communication skills, strong computer and administration skills, and exceptional attention to detail are required.

RESPONSIBILITIES

Reception:

- Welcome visitors and callers in a professional and respectful manner
- Provides service by receiving visitors, answers phones and recording clear and accurate messages. Initial reviews of all emails forwarding to the designated staff.
- Determines visitor and caller needs or requests and may respond to their inquiries/requests or refer them to the Rector or other appropriate individual.
- Maintain entries of new registrations, listing of registered parishioners.
- Update parish records and files using an appropriate management system (both paper and electronic records/files.)

Volunteer Screening:

- Supports with the processing of the vulnerable sector police checks and the Praesidium online Sexual Abuse Prevention training by providing volunteers with the required links and access.
- Complies with the Diocesan standards for volunteer screening (10 step process) as set out in the Volunteer Policies, Procedures & Screening Manual.
- Attends appropriate training sessions of the diocesan Human Resources Office.
- Provides orientation and training on volunteer screening for all ministry coordinators and volunteers.

Communications

- Create content for physical displays and signage around the building, coordinate with outside vendors to produce signage as needed.
- Maintain parish website and communication platforms with weekly bulletins, announcements, promotions, event details, etc.

- Execute website development and maintenance with tie-in to social media channels.
- Oversee internal parish communications.
- Collaborate with staff and parish volunteers to communicate programs and events.
- Create surveys, registration and sign-up forms for events and programs. Collect results and distribute for use by staff and parishioners.
- Other duties as assigned by the Rector related to the operations of the parish.

QUALIFICATIONS

- Completion of a High School Diploma with a Diploma or Certificate in Administration an asset.
- Minimum one year's experience in a similar role.
- Intermediate to advanced proficiency in MS Office products such as Word, Excel, PowerPoint, Publisher, and Outlook.
- Attention to detail with a high level of accuracy.
- Excellent customer service.
- Excellent written and oral communication skills.
- Strong interpersonal skills – ability to work cooperatively with parish staff, volunteers, Church members and guests.
- Ability to work independently with limited supervision.
- Strong organizational skills with the ability to manage multiple priorities with minimal errors.
- Ability to maintain confidentiality and exhibit a professional demeanor at all times.
- Accurate, thorough and consistent completeness of work assignments.

HOURS OF WORK

Monday to Friday; 37.5 hours/week.

SAFE ENVIRONMENT

In support of the Safe Environment Program, this position is required to obtain or complete the following:

- Police Information Check (PIC)
- Praesidium Sexual Abuse Prevention online training modules
- Sign the Agreement to Model Code of Conduct

WHY SHOULD YOU APPLY?

- Comprehensive benefits package
- Vacation and paid sick days available after 3 months
- RRSP after 3 months of employment
- Personal/Flex days
- Opportunities for employee development

TO APPLY

Documents required as part of the application process include:

- A completed application form – Download here: https://www.catholicyyc.ca/careers.html
- Resume
- Three (3) reference checks (will only be contacted if you are selected as our final candidate)

Applications should be submitted by e-mail to: Careers@calgarydiocese.ca. No phone calls please.

Applications will be accepted until ***noon on Wednesday, December 3, 2025.*** Only applicants who are short-listed for an interview will be contacted directly by our office. We thank all applicants in advance for their interest.