**POSITION DESCRIPTION**

**RECEPTIONIST – Part-Time (0.5 FTE – 38hrs/fortnight)**

St Francis’ Pastoral Centre

326 Lonsdale Street, Melbourne VIC 3000

**ORGANISATIONAL CONTEXT**

The Congregation of the Blessed Sacrament, Province of the Holy Spirit, Australia, is part of a worldwide family of Catholic priests, brothers, deacons, and sisters drawn together by a shared commitment to build and support Christian communities whose lives are centred on the Eucharist. The Congregation was founded in 1856 in Paris by St Peter Julian Eymard, who was canonised in 1962.

The Australian Province is primarily responsible for two shrines – St Francis' Church, Melbourne and St Peter Julian's Church, Sydney. The Trustees of the Blessed Sacrament Fathers (“the Congregation”) is committed to ensuring their ministries are an appropriate expression of its charism and to the safety and well-being of everyone who visits and worships at the two city shrines. The Congregation is a signatory to the National Catholic Safeguarding Standards and is dedicated to creating safe and welcoming environments for all.

Our Pastoral Centre is a place of welcome for everyone who attends St Francis’ Church and the wider community. The receptionist at the Pastoral Centre is usually the first point of contact for all our visitors. The Centre is open to the public on Monday to Friday (10am to 4pm) and Sunday (10am to 3pm); the Centre is closed on Saturday and Public Holiday.

We are currently looking for one person to join this team to job share the position of Receptionist.

**LINES OF REPORTING**

The Receptionist will be accountable to the St Francis Pastoral Centre and Safety Manager. The successful applicant will be required to be available to work the alternate Sundays during Centre opening hours.

**POSITION RESPONSIBLITIES**

* Receiving visitors at the Centre by greeting, welcoming, and directing them appropriately.
* Answering, dealing with, and forwarding incoming telephone and email enquiries; these include taking, recording, and conveying messages accurately and promptly.
* Receiving and sorting daily mail.
* Providing basic and accurate information in-person and via phone/email.
* Receiving Mass Offering requests or church donations over the phone, via email or in-person.
* Ordering office supplies and keeping inventory of stock and display items for sale.
* Reconciling cash takings, merchant card reporting and petty cash.
* Maintaining basic security by following safety procedures and controlling access via the reception desk (e.g., monitor logbook, issue temporary contractor and visitor access passes).
* Managing Lost and Found property.
* Ensuring reception area and hospitality area is tidy and presentable, with all necessary stationery and materials.
* Performing other basic administrative tasks as requested by the Centre Manager.

**ATTRIBUTES AND SKILLS**

The successful candidate will be able to demonstrate the following:

* Highly organised and effective time management
* Excellent communication skills – verbal and written
* Excellent customer service skills
* Strong problem-solving skills
* Strong interpersonal skills and an ability to work with challenging customers
* Highly professional and discreet
* The capacity to work within a faith-based organisation
* Good working knowledge of MS Office suite skills

**PRE-EMPLOYMENT REQUIREMENTS**

* The successful candidate will be required to complete a National Criminal Record Check and a Working with Children Check and present evidence of right to work in Australia.

**TENURE AND REMUNERATION**

The position is a part time permanent position. The rate of pay is according to the Clerks Private Sector Award. There will be a 3 month trial period from the date of commencement.