



Episcopal Diocese of Massachusetts
138 Tremont Street
Boston, MA 02111

ADMINISTRATIVE SUPPORT and RECEPTIONIST

Position:

The Episcopal Diocese of Massachusetts includes the eastern portion of the state (including Cape Cod) and has 194 congregations. This position provides support to departments with projects and tasks related to serving as a resource to congregations.

This receptionist is often the first point of contact for both the visitors and callers to the Cathedral and Diocesan offices. As such, it is essential that every call is answered by a knowledgeable, friendly, person, who can direct the caller to the right resource, avoiding the frustration of both callers and staff resulting from inappropriate call referrals. The receptionist should present a friendly, welcoming and knowledgeable presence to everyone coming into the Cathedral and Diocesan offices and be knowledgeable about the personnel and ministries at 138 Tremont in order to direct visitors appropriately.

Job Description: Receptionist

- Answer incoming calls. Be familiar with the diocesan directory in order to direct outside calls to the appropriate resource, either in the building or outside 138 offices.
- Welcome all persons coming into the lobby direct them to the appropriate office or resource. When necessary, set limits on their presence and/or behavior. Sign in visitors from 9 – 5, in accordance with current building security procedures.
- Facilitate the locating of appropriate resources for members of the community requesting assistance, either by soliciting appropriate clergy help when available, and if not, directing the person to other potential resources (e.g. St. Francis House).
- Remain informed and provide information on diocesan and cathedral events
- Assume scheduling for all meetings and programs at 138. Coordinate use of Diocesan facilities for meetings and events
- Track incoming and out-going packages and deliveries
- Help maintain appearance of lobby
- Monitor security cameras, alerting sextons to inappropriate, illegal or destructive behavior.

- Participate in sextons' meeting, as needed to hear and share building use concerns.
- Other tasks as they arise and time permits

Job Description: Administrative Support

- Provide computer support to departments using Word, Excel, Outlook and Access
- Supervise Office Support person and provide guidance as needed.
- Supervise and coordinate mailings and other administrative support activities for the Cathedral and Diocese as required
- Provide updates for the maintenance of Diocesan databases
- Serve as back-up for office service functions to include mail and document production
- Coordinate maintenance for office equipment (excluding computer related), i.e. copiers, fax, etc.
- Negotiate the purchase of office supplies and furniture and equipment in accordance with Diocesan and Cathedral purchasing policies and purchasing restrictions (including stationery) as needed.

Qualifications:

- Proficiency in Microsoft Office Suite: Word, Excel, Outlook and Access
- Past work experience requiring use of computer to generate documentation and work products
- Working knowledge of Microsoft Office (Word, Excel, Outlook and Access)
- Demonstrated ability to organize and prioritize tasks with the ability to assume responsibility for front desk operation
- Person should be engaging, welcoming and articulate with an outgoing and friendly personality and a clear and inviting telephone voice
- Knowledge of structure and personnel of Episcopal Church on a diocesan and national level preferred

The Episcopal Diocese of Massachusetts does not unlawfully discriminate in employment opportunities or practices on the basis of race, color, gender, national origin, age, disability, or any other characteristic protected by law.

Contact Information:

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