



## JOB DESCRIPTION St. Anthony Shrine

**Job Title:** Information Booth Receptionist

**Department:** Admin

**Reports to:** Managing Director

**Location:** St. Anthony Shrine  
100 Arch Street  
Boston, MA 02110

**FLSA Status:** Full-Time and/or part-time, Non-exempt

**Hours:** Flexible

**Prepared Date:** June 25, 2018

**Approved by:** Fr. Thomas E. Conway, OFM

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### SUMMARY

St. Anthony Shrine is a *prophetic Franciscan Catholic community welcoming all people through prayer and outreach*. It is the responsibility of the **Information Booth Receptionist** to greet and welcome people to the Shrine; direct people to desired destinations within the Shrine; provide general information about the Shrine; and answer questions, in accordance with this Mission.

St. Anthony Shrine, the “Church on Arch Street” is a center for Roman Catholic ministries in Boston, MA, staffed by the Franciscan friars of Holy Name Province. The central focus of the Shrine’s ministry has remained constant for 70 years: providing a convenient and prayerful setting for people desiring to praise and worship our God – currently through 39 Masses per week, as well as an extensive schedule for the Sacrament of Reconciliation. The Shrine also has more than 20 outreach and evangelical ministries.

All are welcome. St. Anthony Shrine serves a diverse population in both corporal and spiritual ministries.

### PRIMARY DUTIES AND AREAS OF RESPONSIBILITY

1. Sell Shrine merchandise including Mass cards, cd's from The Arch Street Band and other items.
2. Accept and record donations to the Shrine
3. Keep accurate records of Mass card intentions along with all other relevant information
4. Track and properly allocate all monies and donations received at the front desk
5. Operate Point of Sale Software to record and report on all sales
6. Maintain point of sale system desktop as products, events and services change

7. Direct people to desired destinations and answer any questions they may have
8. Answer telephone calls – transfer to proper person
9. Refer callers or Shrine visitors to outside agencies, when appropriate
10. Retrieve calls from voice mail & redirect to appropriate person
11. Receive deliveries and call the appropriate person on arrival
12. Assist Shrine departments, necessary, with folding, stapling, stuffing of envelopes and other projects that can be done at the front desk
13. Replenish Lobby and Front Desk Supplies
14. Respond promptly in any emergencies
15. Assist in the sorting of mail daily
16. Comply with all St. Anthony Shrine Safety Rules and procedures
17. Perform other duties as assigned

### **ADDITIONAL RESPONSIBILITIES**

In addition to the tasks outlined above, it is a requirement of the Information Booth Receptionist to:

1. Work cooperatively with all other departments of the Shrine in order to enhance the Shrine's public image, raise the Shrine's public profile and encourage donor and volunteer engagement.
2. Contribute to fostering a culture of philanthropy at the Shrine.
3. Work in a collegial manner with staff and friars, in a manner that is consistent with our Franciscan Values in the Workplace, which are: service, humility, peacemaking, contemplation and collegiality.

### **REQUIRED QUALIFICATIONS**

1. Strong customer service skills, verbal and written communication skills, fluent in English
2. Prior Hospitality or Information desk experience preferred
3. An understanding of the Catholic Faith, culture and terminology
4. Ability to greet people warmly, listen respectfully to their needs and effectively address those needs through internal and external resources and referrals
5. Ability to work independently
6. Ability to adapt to a fluctuating customer volume while also working on various off-peak tasks
7. Excellent and adaptable organizational skills
8. Internet, email, word processing skills required
9. Proper attire required at all times

### **ADDITIONAL REQUIREMENTS**

1. Work well with a diverse group of employees, Friars, volunteers and vendors.
2. Be punctual and able to meet deadlines.
3. Maintain confidentiality.
4. Be flexible and demonstrate sound work ethics.
5. Be respectful, honest, trustworthy and possess cultural awareness/sensitivity.

### **EDUCATION AND/OR EXPERIENCE**

High School diploma

### **PHYSICAL DEMANDS**

The Information Booth Receptionist will spend time sitting in front of a computer and answering the telephone.

**WORK ENVIRONMENT**

Professional lobby reception area in a business/residential religious building: some duties in very warm temperatures during summer with also some duties in cold temperatures in the winter.

**HOURS**

To be arranged. This could be a part-time position or a full time position.

Interested candidates please submit a cover letter and resume to:  
[hr@stanthonyshrine.org](mailto:hr@stanthonyshrine.org)