

Cathedral Greeter Job Description

Job Title: Greeter in the Cathedral

Reports to: Cathedral Business Manager

Job Classification: Non-Exempt

Pay Scale: N2

Hours: Monday thru Friday, 8:30am to 5pm, 37.5 hours per week

Job Summary

The Greeter is an essential part of St. Mary's Cathedral services. Their work requires skills in hospitality; including anticipating and reacting to diverse situations in a friendly, welcoming manner. The Greeter represents the Cathedral and the Archdiocese of San Francisco by welcoming visitors and assuring that their time is a positive experience. The Greeter reports directly to the Cathedral Business Manager.

Expectations

The Greeter is the most highly visible member of the Cathedral staff. They must be dependable, hospitable, knowledgeable and gracious.

Dress in the Cathedral of Saint Mary of the Assumption's Uniform Dress Code with red jacket and white blouse/shirt during work hours.

Make sure all Cathedral doors are unlocked and remain open until 5p.m.

Bathrooms should be opened for the entire business day, 8:30a.m. until 5p.m.

As people enter, greet them in an appropriate fashion. "Good morning/afternoon, welcome to St. Mary's Cathedral. Please let me know if you have any questions about the Cathedral, I'd be happy to help you."

Self-educate and be comfortable speaking about the history of the Cathedral, including the interior shrines and exterior grounds, to visitors.

Greet everyone in a friendly tone.

Greet people by name if you have met them.

Greet the children too!

Smile.

Assist visitors who would like to purchase votive candles.

As visitors leave, thank them for coming. Invite them to visit the Gift Shop in the lower level.

Essential Functions

Deposit all donations after each group in the safe donation boxes or the safe in the Upper Sacristy with the date, time and name, in an envelope.

Before the daily 12:10 p.m. Mass put the sign designating a service in progress, no tours.

Contact the Security Specialist directly who will work in the Cathedral with the Greeter regarding any issues with guests who do not behave in an appropriate manner while visiting the Cathedral.

DO NOT confront, argue or in any way get involved with difficult behavioral situations.

If visitors should ask where their donation is going: The donations help pay for utilities and upkeep. Any surplus funds go to various Outreach Programs of the Cathedral.

At the end of the day, assist with security in locking down the Cathedral at 5 p.m. with the Security Specialist. Set the Cathedral alarm when assigned or in the absence of a Sacristan.

Possess a thorough knowledge of the Cathedral's policies for handling medical emergencies, or church evacuations. All disruptions are to be handled by security.

Follow all of these policies with the knowledge that if an emergency situation arises, and/or a supervisor, priest or another member of the Cathedral Office informs you of lock-up or lock-down scenario, the Greeter must follow all immediate instructions without delay.

Qualifications

Willingness to work with a challenging and diverse population.

Establish and maintain an effective working relationship with co-workers, department supervisors, staff/faculty, regular visitors, parishioners and collaborative community partners.

Fluency in English and bilingual in Spanish are required. A third spoken language is desirable in one of the following: Mandarin, Cantonese and/or other romance languages (such as French, Italian, etc.)

A Catholic in good standing is preferred, but not mandatory. However, experience must include solid knowledge of the Catholic faith and devotions.

Physical Requirements

Work Hours: 8:30 – 5:00pm, Monday through Friday, 37.5 hours per week. Other special events may be assigned.

The Greeter position may require long hours of standing, walking, stooping, picking up items (such as trash from the Cathedral), and regular communicating with visitors, parishioners, the community, vendors, safety specialists and unwelcome trespassers.

To Apply: Please send resume and [application](#) to Mark Silva at msilva@smcsf.org .

STATEMENT OF NON-DISCRIMINATION

All employees of the Archdiocese of San Francisco shall be employed without regard to race, color, sex, ethnic or national origin and pursuant to the San Francisco Fair Chance Ordinance, will consider for employment qualified applicants with criminal history.