Welcome Center Assistant

Job Title:	**Welcome Center Assistant**
Department:	***Admissions***
Reports To:	***Admissions Operations Manager***
Work Location:	***On-site***
FLSA Status:	***Part-Time, Hourly Non-Exempt***
Schedule:	**Monday -Wednesday - Friday, 8:00am - 3:00pm**
Date Created:	***November 2026***
Duration:	***2026/2027 Academic Year***

Job Summary:

The Part-Time Welcome Center Assistant serves as the first point of contact for parents, prospective families, alumni, visitors, and other members of the Cathedral High School community. This position plays an important role in creating a welcoming, professional, and hospitable experience while supporting the safety and security of our students, educators, and guests.

The Welcome Center Assistant is responsible for managing daily reception activities, greeting and directing visitors, answering phone calls, monitoring visitor access, and providing clerical and administrative support. This individual must demonstrate excellent customer service, sound judgment, strong communication skills, and the ability to manage multiple responsibilities in a busy school setting.

As a representative of Cathedral High School, the Welcome Center Assistant is expected to reflect our Holy Cross values through professionalism, kindness, respect, and a genuine willingness to assist others.

Qualifications:

- High school diploma or equivalent required.
- Previous experience in customer service, reception, or administrative support preferred.
- Resourceful self-starter with ability to anticipate needs and prioritize a fast-paced school environment.
- Ability to multitask, exercise sound judgment, and maintain confidentiality.
- Dependable, professional, and capable of working independently in a busy school setting.
- Competency to communicate professionally with students, parents, visitors, and faculty.
- Familiarity with Mac laptops/desktops, Google tools (Drive, Docs, Sheets, Gmail, Chrome) is preferred or a willingness to learn.
- Commitment to supporting Cathedral High School's Catholic mission and Holy Cross values.
- Must successfully complete required background screening and Safe Parish training.

Essential Duties & Responsibilities:

- Greet and assist, parents, prospective families, alumni, visitors, and guests in a professional, courteous, and welcoming manner.
- Manage daily Welcome Center operations, including answering phone calls, responding to inquiries, directing visitors, and notifying educators of guest arrivals.
- Support office and school security by following established safety procedures and controlling visitor access through the School Check-In System.
- Communicate visitor concerns or unusual activity to school administration or the School Resource Officer as appropriate.

- Direct students to designated entrances and maintain an orderly, professional Welcome Center.
- Coordinate incoming deliveries, packages, and outgoing mail in accordance with school procedures.
- Maintain confidentiality regarding student, family, educator, and school-related information.
- Provide general administrative support, including filing, copying, scanning, preparing mailings, and assisting with school projects and events.
- Demonstrate professionalism, dependability, and a service-oriented attitude consistent with Cathedral's Catholic mission and Holy Cross values.

The demands Skills & Demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reasoning Abilities:

Ability to apply common sense understanding to carry out written and verbal instructions. Ability to identify routine issues, prioritize tasks, and make sound decisions within established procedures. Ability to maintain professionalism when interacting with a variety of individuals and to recognize situations requiring assistance from school administration or security personnel.

Language Skills:

Ability to read and comprehend routine correspondence, instructions, forms, and school communications. Ability to communicate clearly and professionally, both verbally and in writing, with students, parents, visitors, and staff members. Ability to present information courteously and respond effectively to questions and requests

Physical Demands:

While performing the duties of this position, the individual is regularly required to sit, stand, walk, speak, hear, and use hands to operate office equipment. The position may require occasional bending, reaching, lifting, carrying, and moving materials weighing up to 25 pounds. Specific vision abilities required include vision, distance vision, ability to focus, and peripheral vision for frequent use of computers, telephones, copiers, and other standard office equipment is required.

Work Environment:

Work is primarily performed in an office and school reception environment with frequent interaction with students, parents, visitors, faculty, and staff. The environment is generally moderate in noise level and requires the ability to manage multiple tasks while maintaining a professional, welcoming, and service-oriented demeanor. The position may involve working before school, after school, and during special school events as needed.

Character Qualities Necessary To Be Successful In This Position:

Kind
Joyful
Collaborative
Zealous
Engaged
Diligent
Organized
Thorough