



## Topeka Rescue Mission Ministry Position Description

**Position Title:** Front Desk Staff  
**Location:** Main Building  
**Reports to:** Charge Staff  
**Date:** May 11, 2016

### **SUMMARY OF RESPONSIBILITIES:**

This ministry position focuses on the operation of the front desk of the main shelter building. Position responsibilities include dealing with all guests of and visitors to TRM, correctly directing all incoming and internal phone calls, properly directing both financial donations and donations of “things” brought to TRM. Position is responsible for security patrols and the monitoring of security cameras, as well as assigned aspects of the operation of the front desk. Position must promote good customer service, good public relations, and must reflect grace, love and compassion while dealing with TRM guests in firmness and fairness. All persons in ministry positions at TRM are responsible to maintain and demonstrate a Godly attitude toward their supervisors, co-workers, donors, volunteers, guests of TRM, and community members.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Answer phones and direct incoming and internal calls
- Operate two-way radio system in a professional manner
- Deal with all TRM visitors, volunteers, and representatives of other agencies in a professional manner
- Deal with needs and requests of TRM guests
- Deal with and confront problems, conflicts, and situations between visitors, guests and/or staff in a professional manner
- Perform security rounds of all TRM buildings and facilities
- Monitor meal and chapel times
- Promote and assist with security of businesses and the community surrounding TRM
- Monitor security cameras
- Direct with integrity all donations brought to TRM, remembering that we are handling the resources provided by God to meet the ongoing needs of TRM.
- As authorized, handle and store personal belongings left behind by TRM guests
- Work in the property room if requested and trained by the Director of Men’s Services:
  - Wash, dry, fold, and store bed linens and laundry

- Distribute bed linens and laundry
  - Distribute toiletries to guests as needed
- Handle and distribute messages and regular mail for guests and staff
- Look up information regarding past and present guests on TRM's computerized guest record
- Register new and returning guests
- Properly handle all paperwork used at the front desk, including but not limited to bed sheets, passes, meal requests, special permission slips, incident reports, shift reports, laundry sheet, volunteer log, and visitor log
- Properly handle and document items checked out at the front desk, including but not limited to keys, two-way radios, and flashlights
- Administer BA's and maintain proper documentation
- Know the process and participate in the proper execution of emergency procedures, including fire, tornado, bomb threats, emergency evacuation of building, ambulance calls, and other emergencies
- Support and assist Hope Center and SIT living area as needed or requested, as well as all other departments or buildings of TRM
- Promote positive public relations and good will in the community
- Work with the police and fire departments and other emergency services to handle crisis or emergency situations
- Other duties as assigned