



**Position Title: Hope Center Front Desk**

**Location: Hope Center**

**Reports to: Director of Hope Center**

**Date: December 2024**

**SUMMARY OF RESPONSIBILITIES:**

This ministry position is responsible to work with Hope Center guests in a firm but compassionate manner, allowing and encouraging their physical, emotional, and spiritual growth. Position will oversee and monitor all activity in the dayrooms and throughout Hope Center, as well as on the playground. This position is responsible to accurately maintain all paperwork used during daily interaction with guests. Along with all other ministry positions, there is an expectation of sharing the love of Jesus Christ with the guests and visitors of the Topeka Rescue Mission.

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Monitor Hope Center activity visually and via security cameras, intervening as needed to maintain order.
- Get to know guests by name and face for efficient interaction and identification at entrances.
- Answer phone calls, take messages, transfer calls, and assist callers with questions.
- Conduct security rounds and room checks.
- Administer BA's and maintain accurate documentation.
- Use computer to check the status of potential guests.
- Perform guest check-ins, including registration, room keys, linens, and completing checklists.
- Know emergency procedures and be prepared for fire drills and evacuations.
- Familiar with guest paperwork, including sheets, passes, vouchers, and reports.
- Bag and tag personal items left by guests; clean dorms and family rooms as needed.
- Attend weekly HC staff meetings.
- Assist with announcements and prayer time at 5:30 pm.
- Enforce schedule guidelines such as quiet time, smoke breaks, and curfew.
- Perform room and bed checks as necessary.
- Promote positive public relations and community goodwill.
- Collaborate with emergency services to manage crisis situations.
- Other duties as assigned.

**EDUCATION AND EXPERIENCE:**

- High School diploma or successful completion of GED required
- Experience with communicating and interacting with a customer base promoting and encouraging calm, peace, and safety a benefit (At TRM meaning our guests)

**SKILLS, KNOWLEDGE AND ABILITIES:**

- Minimal computer skills needed with a focus on data entry
- Excellent listening and communication skills, including verbal, written, and electronic
- Ability to effectively work in a high stress, very busy and sometimes challenging work environment to include working with disadvantaged and sometimes difficult individuals needed
- A heart of compassion, caring, love and ministry must be a part of this individual's life and in dealing with others



**LICENSES AND CERTIFICATIONS:**

- Having a valid driver's license and the ability to meet requirement to be added to TRM's vehicle insurance policies preferred
- If no DL, must have valid and consistent transportation available
- Certification or training in de-escalation, CIT (Crisis Intervention Training and/or other mental health training preferred)

**WORKING CONDITIONS & PHYSICAL REQUIREMENTS:**

- Ability lift and carry at least 50 pounds often
- Ability to be very mobile with much walking, sometimes briskly or running during a crisis or emergency, as well as work from a desk some of the time