



## Topeka Rescue Mission Ministry Position Description

**Position Title:** Front Desk Staff  
**Location:** Main Shelter, 600 N. Kansas Ave  
**Reports to:** Director of Services to Men  
**Date:** August 2020

### **SUMMARY OF RESPONSIBILITIES:**

Responsible for the operation and function of the Men's Side Front Desk area, Safety Team, Property Room and support to all other areas of TRM as needed or requested. Position may be trained and called upon to operate in the Charge Staff function meaning they will be the supervisor and lead of running assigned shifts. The Front Desk Staff are the first point of contact for any and all visitors, guests, volunteers, etc. Both in the point of contact of in person and phone contact. 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:**

- 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 as well as other group or special meetings at TRM shelter facilities
- 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
  - Securely store and then return any personal belongings left by a guest
- 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, ironing board and iron, etc.
- Administer BA's and maintain proper documentation
- Assist with UA drug tests when requested to do so
- Know the process and take part 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/Q&I living area as needed or asked, 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

### **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)
- Experience in de-escalation and security type work a decided asset with a heart of ministry, grace, love, and compassion preferred

### **SKILLS, KNOWLEDGE AND ABILITIES:**

- Minimal computer skills needed with a focus on data entry
- Clear and legible hand writing for documenting work throughout shifts, incidents, forms, and many other needed reports
- Ability to maintain strict confidentiality of written, electronic, and verbal communication and information
- Ability to work as a member of a team, inspiring trust and speaking truth
- 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