



Job Title: Front Desk Hospitality Clerk

Department: Victory Shelter

Reports to: Victory Shelter Manager

FLSA Status: Non-Exempt

Salary Grade: Pay range from minimum wage to \$14.00

Job description:

Do you want to work for a company that offers 15 paid holidays and 120 hours of Paid Time Off per year? Do you want to work for a company that builds intentional relationships with the brokenhearted? Do you have a heart for ministry and caring for men rebuilding their lives?

Front desk hospitality clerk meets and greets all guests at our Victory Square, a 150-bed housing unit for homeless men and men in recovery. We share God' love through intentional relationships with all of our fellow "sojourners".

Essential Functions:

Duties include but are not limited to:

- The ability to keep accurate records: to answer the phone in a courteous manner, take messages, write receipts, handle cash/credit cards
- Database entry and management
- Adhere to safety procedures
- Monitor cleanliness according to health department regulations
- Set up meals as needed for our guests

Relationship building:

- Greet and engage "sojourners" with a smile and warm demeanor so they feel comfortable sharing their personal story of crisis and victory
- Establish healthy boundaries and clear expectations with the "sojourner" so they know what is required of them to stay at our facility.

Qualifications:

- The ability to show Christ's love to those around them
- The capacity to set healthy boundaries and establish fair practices with all guests
- Skills in conflict mediation and deliberative dialogue

Personal Attributes and Values:

- Have a personal relationship with the Lord Jesus Christ and a deep desire to serve Him
- Be a consistent witness for Jesus Christ; Possess and demonstrates excellent integrity
- Exhibits spiritual maturity as defined by evangelical biblical standards

- Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life transformation in a multi-ethnic urban ministry setting
- Demonstrates a courteous and Christ-like manner with internal and external partners

Equipment Used:

- Computer with Microsoft Office, Google Apps for Business, and other online programs
- Ability to drive or get transportation to meetings and events

Physical Demands:

With any position at Springfield Victory Mission it is impossible to predict the many requests and assignments that can and will be made on an employee. Typically the employee will be asked to sit for an extended period of time, move from place to place, interact with other staff, and lift items up to 50 pounds during shift throughout the day.

Education and/or Certification: Degrees that would support this position include but are not limited to; counseling, human services, sociology, social work, criminology, and psychology.

Job Type: Full-time

Salary: \$11.15 - \$14.00 per hour

Benefits:

- Dental insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift

Application Question(s):

- This position is a front desk clerk at an emergency shelter, are you equipped to handle crisis and to deescalate situations in the rare occasions they arise?

This is a second shift (3 to 11p) opportunity for Saturday through Wednesday. Are you willing to work this shift?

Would you be interested in being a part-time floater for this position?