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**Ministry Assistant/Front Desk Clerk (Springfield, MO)**

Immediate Full-Time Openings, Various Shifts

Compensation: TBD
Department: Victory Square Men’s Housing
Job Title: Ministry Assistant at the Front Desk
Supervisor Title: Victory Square Manager

**Qualification:**

Have knowledge of lodging in-take procedures, compassion for the clients while being steadfast and firm in the rules. Incumbent needs to have a Christian testimony as per staff manual, experience in witnessing faith in Jesus Christ. Staff need to be teachable with a willingness to love people in during and in difficult situations. Customer service focus is a must!

**Abilities:**

* See that a positive witness of the Christian life is presented to all clients, students, program men and women, board, customers, volunteers and donors.
* Have High School diploma or GED or be willing to work toward achieving this goal.
* Possess the ability to co-ordinate a variety of tasks and keep detailed records.
* Ability to communicate effectively with clients and supervisors.
* Have skills to manage difficult client/customers and supervise students.
* Be a self-starter and supervise your area of operation without close supervision.
* Ability to solve problems

**Responsibilities:**

* Front desk duties of Victory Square, including but not limited to, check in customers as per check in list, make chore list, answer phones, take messages, computer data  entry, write receipts, and communicate as per standard operating procedures.
* Oversee service to clients in a safe and professional manner.
* Keep detailed and accurate records of Victory Lodge guests.
* Maintain a high level of professional appearance and demeanor.
* Adhere to safety procedures.
* Maintain a front desk log.
* Maintain key control as described in Victory Square Standards and Procedures.
* Other duties as assigned by the Victory Square Manager.

All employees of Springfield Victory Mission are an integral part of the outreach ministry. All employees are Christian missionaries and may be required to participate in chapel services, outreach ministries, Bible studies and prayer times. Because of the nature of these types of ministries, it is an absolute necessity that each employee possesses and maintains a Christian testimony of their faith and experience in Jesus, and a lifestyle that is above reproach. What employees do on their own time may seriously affect their ability to perform these types of ministries, which are an important part of their job.

**Physical Demands:**

With any position at 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:** College degree preferred but not required. Degrees that would support this position include but are not limited to; hospitality, business management or the like.

**Term and Conditions:** Annual performance is evaluated by the individual’s supervisor with the ability to terminate the position as needed.

My signature below acknowledges that I have read and understand the job description listed above:

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_