



Topeka Rescue Mission Ministry Position Description

Position: Administrative Assistant/Reception
Reports to: Director of Strategic Development and Marketing
Location: The Children's Palace, 601 NW Harrison Street
Date: July 2023

SUMMARY:

This ministry position focuses on providing responsive customer service as the main point of contact for those visiting, calling or contacting TRM. Concurrent with this provides administrative support to both staff and leadership by answering all calls and inquiries overseeing building access and property, monitoring cameras, signing guests in and out of the building, and being a friendly, helpful resource for those with questions. Additionally, acts as a resource to assure efficiency. Tasks will be assigned related to administrative office tasks.

Guiding value: Along with all other ministry positions, there is an expectation of sharing the love and compassion of Jesus Christ with all staff, guests, and visitors of the Topeka Rescue Mission.

ESSENTIAL FUNCTIONS:

Security:

- Monitor who is always in and around the building by observing cameras.
- Screen visitors and assist individuals in signing in/out of the building. Contact appropriate personnel when the visitor arrives and, if appropriate, direct visitors on where to go.
- Must be familiar with intercom system to make building-wide announcements in case of emergency.
- Notify appropriate individuals in the event of an emergency and supervise protocols as instructed.
- Work with Director of Facilities and Security to keep security protocols for all Topeka Rescue Mission facilities up to date.

Administrative

- As the first contact at TRM, be friendly and welcoming on the telephone and in person when greeting visitors.
- Answer the telephone for all incoming TRM calls between the hours of 8 a.m. and 4 p.m. and direct phone calls appropriately. Set phone calls to "night" for afterhours timeframe.
- Responsible for maintaining Step Ahead Texting Program and Topeka Rescue Mission Phone and Extension Lists.
- Maintain SharePoint Calendar for classes, large meetings, and events and communicate changes made on short notice to Palace staff.
- Notify Palace staff of building-wide announcements and/or issues.
- Complete service requests for any maintenance needs at the Palace.

- Check all CP front desk equipment daily to ensure it is ready for daily activity.
- Collect mail/boxes when they arrive and notify staff of delivery.
- Keep the front desk area clean, tidy, and organized with proper supplies stocked.
- Maintain the organizational relationship with PANT, including reviewing invoices from veterinarians, collecting payments from guests and communicate all needed information to the finance department
- Monitor TRM cell phones including accurately tracking inventory, reviewing bills for accuracy, and setting up phone service for new employees.
- Assist as needed or assigned with IT related help desk situations.
- Assist with donor relations in the following areas:
 - Manage the Nimble thank you calls process with submitting call lists and updating information that comes from those calls as well as processing and uploading the prayer requests from donors into Virtuous.
 - Print donation letters and prepare them for stuffing and outgoing mail.
 - Assist with donor calls for assistance or questions as needed.
- Serve as the primary contact for the PANT program, including monitoring costs, reviewing invoices, and submitting all needed information to finance.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

- Required: Associate degree or minimum of 3 years work experience
- Required: Experience in administrative work

SUCCESS FACTORS:

- Communication and relational skills
- Ability to create a compassionate and welcoming environment.
- Awareness and discerning of surroundings.
- Ability to remain calm and use tact and skill in response to difficult or emergency situations.
- Intermediate computer skills including use of Microsoft Office including Word, Excel, Outlook and PowerPoint
- Supply management and inventory
- Organizational Skill

LICENSES AND CERTIFICATIONS:

- Current KS Driver's License
- Preferred: Certification or training in de-escalation, CIT (Crisis Intervention Training) and/or other mental health training preferred.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Must maintain a professional and courteous appearance and demeanor.
- Must be able to sit at a desk for up to 8 hours a day.
- Must be able to lift up to 30 pounds, walk, bend and stoop.