

**Job Title:** Mission Services Representative (MSR/Security)

**Reports To:** Director of Men's Services /Operations

**Status:** Hourly

**Hours:** Varies to include evenings, overnight, holidays, and weekends

**Summary:** This position is responsible for maintaining a safe and secure area. Making periodic checks to ensure that guests park in designated areas and do not loiter on our neighbor's property after being served. Must be able to enforce policies and posted guidelines without resorting to power and control. Must also learn the operating procedures of the front desk in accordance with the training checklist.

**Duties:**

- Maintain safety and security of building and surrounding area
- Coordinate and collaborate with mission volunteers
- Data entry for various departments
- Maintain a clean and organized work environment
- Maintain documentation of medication
- Attend Mission Services meeting and all mandatory staff meetings
- Attend at least one community meeting per week
- Maintain accurate and timely HMIS records
- Conduct intake interviews of new residents
- Maintain court-ready log of daily operations/incidents
- Greet donors and visitors to the building
- Process monetary and in-kinds donation
- Perform other shift and building specific responsibilities

**Qualifications:**

- Willingness to fully embrace the Hope Ministries Grace Model.
- Willingness to live own personal life according to the standard of Christlikeness.
- Ability to build safe, trusting relationships with residents.
- Must be available to work all shifts including Holidays and weekends.
- Ability to communicate effectively with people of diverse background.

- Ability to establish and maintain a welcoming and graceful environment for residents and visitors.
- Ability to enforce policies and guideline in a grace filled manner, without resorting to power or control.
- Ability and desire to relate to residents as equals
- Ability to work effectively with other staff
- Ability to handle a variety of issues in high-paced environment
- Ability to maintain a professional workplace including ethics and boundaries
- Ability to de-escalate situations with people in crisis
- Ability to understand and apply a Grace- based approach in communications with residents
- Basic computer and typing skills and experience
- Experience using a multi-line phone
- Ability to multi-task
- Ability to adapt to change

**Work Environment/Physical Demands:**

This is a fast-paced position in an office environment with minimal exposure to environmental condition. Applicant must also have the ability to unload donations of up to 25 pounds.

**Education:** High School Diploma but College credit/Degree Preferred

To apply for this position, please submit your application/resume to:

John Brown - [jbrown@hopesb.org](mailto:jbrown@hopesb.org)

Director of Men's Service & Operations