



Job Title: Support Desk Team Member

Date Prepared: June 29, 2026

Reports To: Support Desk Team Lead

Status: Part-time, Hourly

Summary:

Hope's mission is to engage people in intensive relationships, help them heal, and foster long-term relationships to help them transform and thrive. This position is responsible for maintaining a safe and secure area. Making periodic checks to ensure that guest park in designated areas. Must be able to-enforce -policies and posted guidelines without resorting to power and control. Must learn the operating procedures of the support desk in accordance with the training checklist.

Qualifications:

1. Ministry:

- Willingness to fully embrace the Hope Ministries Grace Model.
- Personal commitment to living according to the standard of Christlikeness.
- Personal commitment to living in an authentic Christian community outside of Hope.

2. Experience and Abilities:

- Ability to build safe, trusting relationships with residents and other staff members.
- Ability to manage time and maintain good communication with donors, volunteers, and residents.
- Experience with or have a willingness to work as a team.
- Ability to lift up to 25 pounds.
- Ability to bend, stand, or walk throughout an entire shift.
- Ability to have or learn basic computer skills.
- High School Diploma or equivalent.
- Basic computer skills including email, MS Office.
- Must be available to work all shifts including Holidays and weekends.
- Ability to communicate effectively with people of diverse backgrounds.

Duties:

- Maintain safety and security of building and surrounding area.
- Data entry for various departments.
- Maintain a clean and organized work environment.
- Maintain documentation of medication.
- Attend Support Desk meetings 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 dally operations/incidents.
- Greet donors and visitors to the building.
- Process monetary and in-kinds donation.

- Perform other shift and building specific responsibilities.

To Apply: Please email resume to DMullins@hopesb.org