

***MISSION STATEMENT:** Holland Rescue Mission exists to glorify God by proclaiming and demonstrating His love through Christ-centered programs of excellence for the homeless and less fortunate.*

HOLLAND RESCUE MISSION Job Description

POSITION: Ministry Support Coordinator – Family Hope Ministry Center (FHMC)

DEPARTMENT: Ministry

RESPONSIBLE TO: Campus Program Manager-FHMC

LEVEL: 6

SUMMARY: To assist in fulfilling the purpose/mission of HRM by providing support to the Campus Program Manager-FHMC in order that they may effectively and efficiently minister to the needs of staff and clients.

RESPONSIBILITIES:

1. Maintain FHMC front desk coverage during normal business hours with either own effort or supervising volunteers.
2. Greet and assist all visitors in a warm and friendly manner.
3. Provide security screening for the FHMC facility by:
 - a. Screening all visitors and directing them to appropriate staff members.
 - b. Monitoring the Visitor Log.
 - c. Monitoring access to the Stepping Stones Daycare area.
4. Answer telephone and direct calls to appropriate parties.
5. Maintain cleanliness and professional atmosphere of reception area.
6. Assist with maintaining building cleanliness including supervising guests as they perform work stations.
7. Provide administrative support to the Campus Manager-FHMC such as but not limited to filing, typing, copying documents, placing telephone calls on behalf of staff, updating Ministry documents as needed, and other miscellaneous clerical duties.
8. Receive, receipt, label, and direct donations to appropriate departments.
9. Maintain open and effective communication with supervisor, supervisory staff, peers, and all Mission staff.
10. Assist staff in the proper implementation and use of Holland Rescue Mission policies and operating procedures.
11. Coordinate efforts with staff in establishing and maintaining good working relationships with other service providers in the greater Holland area.

12. Manage staff and residents to update bulletin board in FHMC dining room on a seasonal basis.
13. Welcome, oversee and nurture the investment of volunteers at the Holland Rescue Mission, particularly those working in department(s) relating to this position.
14. Work to protect the reputation of the ministry in all events.
15. Attend Mission sponsored meetings and events, including religious activities, as designated by supervisor.
16. Participate in training as assigned by mission leadership.
17. Participate in overall development efforts as appropriate.
18. Fulfill all aspects of position job description according to the biblical principles and philosophy of ministry as defined by the Holland Rescue Mission Statement of Faith, Principles of Influence/Qualifications for Employment, Vision Statement, Mission Statement and Core Values.
19. Perform other duties as assigned.

QUALIFICATIONS:

Personal:

- Must provide a clear biblical testimony of a personal experience of receiving by faith the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13, Eph. 4:20-32, Phil 1:7-11, 3:7-10).
- Actively seek the unity of believers.
- Be a mature Christian and a member in good standing of an evangelical church.
- Possess a desire to serve in meeting the physical needs of our guests and point them to Jesus Christ as Savior and Lord.

Education and Experience:

- High School diploma
- Experience in Rescue Mission work preferred
- Knowledge of what God is doing through the ministry of Rescue Missions.

Knowledge: A general knowledge of office procedures is necessary plus basic competency in the written and spoken word.

Skills and Abilities:

- Demonstrated ability to organize and communicate effectively.
- Demonstrated ability to use proper telephone etiquette, basic grammar and spelling.
- Demonstrated ability to type 60 words per minutes.
- Demonstrated ability to multi-task with people and projects.

- Demonstrated computer skills (Word, Excel, Outlook, data entry, required)

Physical:

- Sitting or standing for long periods of time to perform job functions
- Manipulate, handle, feel and control items or equipment
- Communicate effectively with clients and coworkers
- Be able to read, write and interpret written documents
- Occasionally lift and move objects weighing up to 60 pounds

11 Timothy 3:16-17 *“All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.” (ESV)*

Employee Signature: _____ Date: _____