

JOB TITLE: Phone Room Supervisor  
REPORTS TO: Logistics Manager  
DEPT: Thrift Store

STATUS: REG/PT/NE  
SCHEDULE: 12pm-5pm M-F  
REVISED: 01/21/2021

*Winston-Salem Rescue Mission (WSRM) is a Christian, non-denominational service ministry, existing to help hurting men find healing in the gospel of Jesus Christ and hope through the new life Christ gives. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.*

## SUMMARY OF POSITION:

Professionally and efficiently attend to visitors and deal with inquiries on the phone and face to face. Supply information regarding WSRM to the general public and clients.

## DUTIES AND RESPONSIBILITIES:

### Reception

- Answer phones providing information and direction to callers and routing accordingly.
- Greet persons entering organization, directing them to the correct destination.
- Sign for deliveries when necessary and notify recipients.
- As needed, assist with general administrative and clerical support.

### Routing

- Coordinate phone and online donation pickups.
- Record information on pickup slip and database for material items to be donated.
- Assist Logistics Supervisor in routing pickup tickets using supplied mapping software.
- Print routing sheet each morning for drivers, and attach donation receipts for pickup.

### Administrative

- Acquire and sustain a sound working knowledge of WSRM departments and projects, as well as associated policies, procedures and pertinent information.
- Provide confidentiality of all donor information.
- Working with Thrift Store Management, assist residents in fulfilling their work assignments.
- Perform other duties as assigned.

**EDUCATION/EXPERIENCE:**

- Completion of high school (GED or Diploma) required.
- 1+ years previous related experience required.

**SKILLS & QUALIFICATIONS:**

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Professional, courteous and efficient.
- Able to maintain full working knowledge of the WSRM phone and voicemail system.
- Legible and accurate writing and spelling skills.
- Computer literate, with working knowledge of Word and Excel.
- Independent and responsible worker.
- Good interpersonal skills, exercising compassion and discernment.
- Able to work with people in varied circumstances related to homelessness including recovery and mental illness and to treat individuals with dignity and respect in all situations.

**WORKING CONDITIONS/PHYSICAL FACTORS:**

The work is typically performed in an office environment while sitting. While performed indoors, this position is subject to external factors such as weather and noise.

**EQUIPMENT/TOOLS USED:**

- Computer (Database, Excel, Word, etc.)
- Telephone
- Internet

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Employee SignatureDate

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