

JOB TITLE: Administrative Assistant
REPORTS TO: HR Director
DEPT: HR/Administration/Processing

STATUS: REG/FT/NE
SCHEDULE: 8am-5pm M-F
REVISED: 5/2/2025

Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. 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 with a smile, directing them to the correct destination.
- Sign for deliveries when necessary and notify Executive Admin. Assistant for distribution.
- 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.
- Provide applications to persons seeking employment and notify HR Director of calls and visitors
- 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

Employee Signature

Date