



## Position Details

**Job Title:** Program Support

**Reports to:** Director of Program/Program Manager

**Status:** Full time

**Pay Rate:** \$17.00 hourly

### Job Description:

The Program Support position is the operational hub of the program. It entails a little bit of everything from clerical work to scheduling activities, and everything in between. The position requires someone who is organized, who can multi-task amid interruptions, who has tremendous flexibility to support a busy team, who can set boundaries, and who can emotionally support the families staying at the Family Center. Work at the front desk by answering phone calls, answer general questions on availability, and directing the caller to the appropriate person or department as needed. Manage waiting list, conduct intake, and create room keys. Provide coverage by working overlapping hours with various staff as needed. Enter new participants and attach files onto the information system and HMIS. Conduct basic accounting and maintain receipts. Gathers data and statistics when needed.

### Who you are:

- Someone who recognizes the value of other people regardless of their choices.
- Attentive with a listening ear and desire to give respect and time to our clients and guests.
- A good example of who Christ is and willing to share how He saved you from yourself.
- Dependable, timely and trustworthy with sensitive and personal information.
- Fair in situations and able to determine what is just and equitable in difficult situations.
- Gentle in character and able to be calm and tender when others are challenging.
- Generous in heart, empathy, patient, and humble.
- Someone who brings excellence to everything you do.
- Able to work in a fast-paced and constantly changing environment.
- Great at time management.

### What you'll do (just the basics):

- Customer service at the front desk to greet guests, answer phones, basic accounting, conduct safety searches (including breathalyzer tests), and conduct assessments.
- Order supplies and keep the office and campus stocked with needs.
- Data entry to maintain and organize participants records, schedules, and reference materials.
- Enter participants information onto HMIS and Mission record system.
- Perform other duties as assigned.

**Bonus Points:**

- You have the flexibility to adapt to changes and take on new responsibilities as the organization grows.
- Puedes hablar, leer y escribir en español.
- You're excited to work in a fun fast-paced atmosphere where everyone takes the mission seriously, but no one takes themselves too seriously.

**Education/Experience:**

High School Diploma or GED. At least one year of experience working with the population the mission serves. Microsoft Office and computer skills.

**Requirements:**

A mature walk with Jesus Christ and able to articulate Biblical beliefs and their application within the context of the Fresno Mission. All employees of Fresno Mission are an integral part of the outreach ministry of a non-denominational, evangelical ministry sharing the Gospel of Jesus Christ through transformational programs that provide food, shelter, clothing, education, job training and renewal of families to the poor and addicted. All employees are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, Bible studies and prayer times. Due to the nature of these types of ministries, it is an absolute necessity that each employee possesses and maintain a Christian testimony of their faith and experience in Jesus. Must be in agreement with the Statement of Faith of the Fresno Mission.

**Application Process:**

Individuals interested in being considered for this position should email the following documents:

1. Letter of interest which includes a narrative detailing how you believe you qualify for this position.
2. An updated resume.
3. The names, email addresses, and phone number of three references.

**Please email all documents to [HR@fresnomission.org](mailto:HR@fresnomission.org)**

No phone calls.