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**Guest Service Coordinator**

**Job Description**

**JOB TITLE: Guest Service Coordinator DEPARTMENT: Operations**

**REPORTS TO: Operations Director BFOQ: Faith-aligned/Christian**

**STATUS: Hourly Non-Exempt**

**ORGANIZATION:** Bread of Life Mission is a non-denominational, Christian, social services organization, which provides critically needed goods and services to the homeless, poor, and needy of Washington State without regard to race, color, sexual orientation, creed, national origin, or religion. BOLM staff works to bring hope, healing, and recovery to Seattle’s homeless through a Christ-Centered approach, impacting Seattle one life at a time. Every position is essential to the fulfillment of our ministry purpose.

**SUMMARY OF POSITION:**Guest Service Coordinators are essential to helping our shelter guests feel cared for in a positive, safe and healthy environment. They are responsible for greeting guests and general security at the front door, checking in guests, keeping them safe, and accountable. BOLM is a faith based 501(c)(3) charitable organization that exists to transform lives in a spiritual environment that is both compassionate and disciplined.

**DUTIES AND RESPONSIBILITIES:**

* Demonstrate BOLM values in performance of all duties.
* Ensure a positive, supportive, and safe environment for guests.
* Check in new guests according to BOLM guest policies and procedures; inform guests of policies and expectations.
* Engage with guests to encourage them and offer support.
* Respond to medical, facility, and other emergencies.
* Responsible for keeping the facility safe, clean, and secure.
* Understand and follow company confidentiality policies.
* Assist with keeping track of inventory.
* Give out and keep track of supplies for guests.
* Maintain a clean, organized office area and process mail.
* Watch cameras regularly to ensure safety.
* Prevent theft and vandalism of company property. Immediately address and report issues as they arise.
* Facilitate compliance of house rules through shelter guest acceptance, sleeping assignments, collecting samples for urinalysis, and administering breathalyzer.
* Respond to and diffuse situations before escalation and handle disputes and altercations appropriately.
* Supervise the daily activities of shelter guests.
* Hold guests accountable and ensure they are following shelter policies.
* Perform daily room and bed inspections and chore compliance.
* Answer phones and schedule internal appointments for guests and staff. Notify staff and guests when a visitor arrives.
* Accept, receive, and log donations.
* Handle inquiries in a professional manner.
* Complete daily accurate data entry and reporting. Keep accurate daily records of guest population and activities.
* Provide spiritual guidance and prayer when requested.
* Complete intakes and exits for guests.
* Accept payments and keep track of receipts.
* Perform other duties as assigned.

**CORE COMPETENCIES:**

* Have a personal relationship with Jesus Christ and be able to share the gospel with others through words and deeds.
* Able to maintain a positive, professional, Christ-like manner with all donors, staff, guests, and volunteers.
* Must agree with and work towards achieving the goals and objectives of Bread of Life Mission.
* Agrees with and carries out responsibilities in accordance with the Mission’s policies that are included in Bread of Life Mission Directives, Code of Conduct, Statement of Faith, and Mission Statement. Willingly sign a confidentiality agreement.
* Adaptable, resilient, and calm under stress.
* Able to teach and motivate others – articulate and patient.
* Able to effectively prioritize, make decisions quickly that are sound – exercise good judgment.
* Adaptable, creative, takes initiative and exhibits good leadership.
* Good English speaking, reading, and writing skills.
* Computer literate – proficient in Word, Excel, internet, and email applications.
* Strong organizational and planning skills.
* Customer service skills required.
* Stewardship mindset, excellent manager of time and resources, detail oriented.
* Able to meet deadlines and standards.
* Reliable, trustworthy, and open to learning new ways of doing things and enhancing existing skill set.

**EDUCATION/EXPERIENCE:**

* High School Diploma preferred
* Experience in human services or related field preferred.
* Ability 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.
* Demonstrated experience handling crisis and emergencies.
* CPR and First Aid training preferred.
* Bi-lingual a plus.

**WORKING CONDITIONS/PHYSICAL FACTORS**

* Requires working with a diverse population, many of whom struggle with homelessness, addiction, and mental illness – *Continuously.*
* The environment may be odorous due to lack of personal hygiene and intoxication of guests *– Frequently*.
* Able to lift up to 20lbs – *Occasionally.*
* Climbing stairs – *Frequently.*
* Extended periods of sitting – *Occasionally/Frequently.*
* Able to think, read, speak, see, and hear – *Continuously.*
* Valid WA state driver’s license, record acceptable to BOLM insurance carrier preferred

**REQUIREMENT:**

Bread of Life Mission is a privately funded 501(c)3 Christian ministry. It is the policy of Bread of Life to grant equal opportunities for employment to all qualified persons without regard to age, race, color, national origin, military, gender, genetic characteristic, marital status, unemployment, domestic violence, or any other applicable grounds prohibited by law. Our designated purpose is religious. We consider every position essential in the fulfillment of our ministry and Mission Statement.  As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord.  All employees must:

* Be able and willing to share the Gospel and participate in the ministry activities of Bread of Life.
* Subscribe to Bread of Life’s Statement of Faith and Qualifications for Employment upon hire and continuously while employed.
* Adhere to the Bread of Life Employee Handbook.

***My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive, and that employment is at-will.***

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