



JOB TITLE: Guest Services Associate
REPORTS TO: Shelter Manager
STATUS: Non-Exempt Full-time / Part Time

SUMMARY OF POSITION:

Under the direction of the Shelter Manager, major aspects of this position include: 1) Supervising the daily activities of Mission guests. 2) Providing consistent advocacy with guests to direct them toward independence. 3) Keeping accurate statistics. 4) Maintaining the general, efficient and safe operation of the Shelter facility.

ESSENTIAL FUNCTIONS:

- Represent MRM core values stated in MRM Mission Statement, Vision and Values
- Greet and assist visitors, volunteers, donors and guests
- Work front desk: answer phones on a multi-line system, accept, receipt, and log donations, handle inquiries in a professional manner, notify staff and guests when a visitor arrives and maintain general office operations.
- Complete guest intakes, orientations, guest policy agreements
- Check in new guests according to MRM guest policies and procedures; inform guests of same.
- Respond appropriately to emergency situations such as fire, water damage, or accidents.
- Facilitate compliance of house rules through shelter guest acceptance, sleeping assignments, collect samples for urinalysis, and administer breathalyzer.
- Understand and operate all security systems including alarms, fire panel, and smoke detectors.
- Supervise the daily activities of Shelter guests
- Participate in advocacy meetings with adult guests
- Respond to and diffuse situations before escalation and handle disputes/altercations appropriately.
- Follow up as directed related to employment, childcare, housing, finances, health, relationships, etc
- Assist and encourage guests to identify problems and strengths, assist with setting goals and planning the steps that must taken to achieve independence.
- Participate in the facilitation of skills training at the request/instruction of Guest Services Supervisor.
- Provide spiritual guidance and prayer when requested
- Follow up as directed regarding referrals to Federal, State and local agencies and resources.
- Keep accurate daily records of guest population and activities
- Enter statistical data into on line data base management, in an accurate, full and timely manner
- Enforce all Mission guest policies and procedures
- Apply disciplinary sanctions when appropriate
- Perform routine room/bed inspections
- Follow necessary safety and security measures
- Share the gospel of Jesus Christ as opportunity arises.
- Fill in as needed for other Guest Services Associate shifts.
- Actively participate in staff/team meetings.
- Report maintenance concerns
- Other duties as may be required

SKILLS AND QUALIFICATIONS

- Christian who desires to minister to the poor, homeless, drug addicted and mentally ill.
- Interpersonal skills - exercise compassion and discernment while modeling the teachings of Jesus Christ.
- Handle crisis and unexpected situations with calm and clear thinking.
- Ability to multi-task, listen and follow instructions.
- Thorough, systematic and organized with regard to security and protocol.

- Computer literate, able to use basic office equipment.
- 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.
- Able to contact emergency services as appropriate including but not limited to police, fire, security, and MRM management.
- Knowledge of Microsoft Office software; able to read and write to complete reports and accurately input information.
- CPR/First Aid certification preferred
- Must receive TB clearance and be willing to be re-tested as required
- Previous experience working in human services preferred
- Knowledge of drug and alcohol and mental illness helpful

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously 67%-100%

- In good physical health, able to climb stairs numerous times per shift
- Environment will be odorous – *frequently* due to interactions on a regular basis with people who may be intoxicated and are battling homelessness, addiction, mental illness and brokenness.
- Standing, walking, sitting, climbing: *continuously on an on-going rotational basis*
- Lifting: *Occasionally, up to 50 lbs.*

EDUCATION & EXPERIENCE:

- High school diploma or GED
- Additional related coursework or training, desirable.
- Previous ministry experience desirable
- Nonprofit and/or social service experience desired.

Requirement:

Montana Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel by being an exemplary provider of effective and efficient solutions for those we serve, from a distinctly Christian perspective. We consider every position to be 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 spiritual activities of Montana Rescue Mission including leading/participating in prayer, devotions, bible studies, etc.;
- Subscribe to Montana Rescue Mission Statement of Faith, Core Values, and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the Montana Rescue Mission 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.

Signature

Printed Name

Date