



JOB TITLE: Intake Specialist
REPORTS TO: Program Director
STATUS: Non-Exempt/Full-time

SUMMARY OF POSITION:

Under the direction of the supervisor, major aspects of this position include: 1) Supervising the daily activities of mission guests. 2) Keeping accurate statistics. 3) Maintaining the general, efficient and safe operation of the shelter facility.

ESSENTIAL FUNCTIONS:

- Greet and assist visitors, volunteers, donors and guests.
- Ensure a positive, supportive, and safe environment for 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.
- 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.
- Understand and operate all security systems including alarms, fire panel, and smoke detectors.
- Facilitate compliance of house rules through shelter guest acceptance, sleeping assignments, collecting samples for urinalysis, and administering breathalyzer.
- Supervise the daily activities of shelter guests.
- Respond to and diffuse situations before escalation and handle disputes/altercations appropriately.
- 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 guest information into the database, in an accurate, full and timely manner.
- Hold guests accountable and ensure they are following shelter policies.
- Perform daily room/bed inspections and chore compliance.
- Making regular perimeter checks of grounds and buildings.
- Follow necessary safety and security measures.
- Actively participate in staff/team meetings.
- Report maintenance concerns.
- Other duties as may be required.

SKILLS AND QUALIFICATIONS

- Mature Christian who has a heart to work in a ministry environment that reaches out to the poor, homeless, recovering addicted, and mentally ill in a zero-tolerance facility.
- 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 regarding security and protocol.
- Computer literate, able to use basic office equipment.
- Possess excellent customer service skills

