

Job Title: Men's Center Guest Services Staff

Type of Staff: Full-time/Part-time (Non Exempt)

Staff Supervisor: Men's Center Guest Services Manager

Job Overview:

This person is responsible for coordinating and overseeing the activities at Shelter KC

Job Qualifications:

The Guest Services Staff person must conform to Shelter KC "*Qualification for Employment*" and not promote any doctrine contrary to the Shelter KC "*Statement of Belief*" as delineated in the Staff Manual.

This person must be a peacemaker with good people skills and able to demonstrate the knowledge and ability necessary to wisely and compassionately interact with Shelter KC's guests, C-COR, staff and volunteers. He must be a team player, willing to learn, a good listener and able to think on his feet. He must be kind yet firm, able to discipline when necessary and maintain a Christ-like attitude at all times.

This person must be able to work in an emotionally stressful environment and supervise people with potentially volatile personalities. He must exercise sound judgment, be able to make independent decisions when necessary, communicate effectively in written and verbal form and take direction and constructive criticism with a positive attitude.

If this person is recovering from an *addiction or addictive behavior**, sobriety and abstinence for a minimum of one year is necessary. (**Addictions or addictive behaviors* include but are not limited to: alcohol, drugs, gambling, pornography, inappropriate habits or choices and essentially any dependency inconsistent with Biblical standards.)

Duties and Responsibilities:

The Guest Services Staff person is responsible to coordinate and oversee Shelter KC's activities. This includes:

- A. Check-in of reserved bed guests and Day Sleeper guests, as necessary.
- B. Perform C-COR and bed checks.
- C. Enforce midnight curfew for C-COR participants.
- D. Do a walk-through of the entire Mission at least every two hours.
- E. Work with Food Services Assistant to coordinate morning kitchen and dining room activities.
- F. Coordinate morning shower room, dormitory, and check out activities including early wake-ups and C-COR community service assignments.
- G. Initiate and develop positive relationships with guests and C-COR participants.
- H. Maintain the daily log.
- I. Record inventory of supplies and replenish as needed.
- J. Offer encouragement and carry out discipline as necessary.
- K. Must be able to effectively balance law and grace.