

Good News Rescue Mission
Job Description

Position Title: Guest Services Manager
Ministry Department: Guest Services
Reports To: Senior Manager of Operations / Guest Services
FSLA Status: Hourly
Status: Full Time

Description:

This position reports to the Senior Manager of Operations / Guest Services and is responsible for the day to day operations of the Emergency Shelter and Resource Center.

Responsibilities:

1. Meet with direct Supervisor daily or as needed.
2. Effectively utilize Spero Software to gather and maintain Guest Services statistical information and provide a monthly report to the Director.
3. Maintain folders with agendas, minutes, and action points for all Guest Services meetings.
4. Attend Mission or outside agency meetings as directed.
5. Meet with Resource Center staff weekly and report progress to Supervisor.
6. Coordinate the monthly Guest Services supply order to ensure all Guest Services programs have all necessary forms and supplies needed.
7. Assist Supervisor with coordinating chapel and communion services.
8. Responsible for the scheduling of Guest Services Staff.
9. Supervise daily activities of Guest Service staff.
10. Ensure the safety and security of all patrons, employees and properties of the Mission.
11. Ensure the shelter is maintained in a clean and orderly manner.
12. Work with various departments to coordinate and maintain Guest Service Volunteer schedules.
13. Maintain open and clear communication with Operations personnel.
14. Facilitate the organization and implementation of events involving Guest Services.
15. Other duties as assigned.

MINIMUM JOB REQUIREMENTS:

- Must have a committed personal relationship with Jesus Christ and belong to a Christian body of believers.
- Demonstrates appropriate behaviors and character traits of a Christian
- A demonstrated passion for ministry, advocacy and issues surrounding homelessness and poverty.
- Agrees with and can sign the Good News Rescue Mission Statement of Christian Faith and be able to share that faith and knowledge with staff and clients.
- Bachelor degree and/or a minimum of 5 years experience in personnel management, preferably for a non-profit human service organization.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Team player focused on the overall success of the organization.
- Excellent organizational and coordinating skills.
- Knowledge of best practices for Emergency Shelters.
- Ability to foster a cooperative work environment.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Knowledge of Spero software and Microsoft Office Suite, i.e. Excel, Access, Word, Power Point, etc.
- Ability to manage a budget.
- Ability to build and maintain a direct relationship with outside contract agencies.
- Able to support the Good News Rescue Missions statement of Christian faith and share that faith and knowledge with staff and clients.

WORKING CONDITIONS AND PHYSICAL EFFORT:

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Pleasant working environment; maybe exposed to cold occasionally. The noise level in the work environment is usually moderate. Employee may come into contact with irate and irrational clients who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or be mentally or physically disabled. Employee may be regularly exposed to some risk of communicable disease from guests of facility, exposure to TB and other respiratory diseases.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to walk, talk and hear. The employee is occasionally required to stand and regularly required to sit, manual dexterity necessary in using hands to finger, handle, feel, type on computer keyboard. The employee required to reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds up stairs. Specific vision abilities required by this job include distance vision, color vision, depth perception and peripheral vision. The employee is required to have close visual acuity to perform an activity such as viewing a computer terminal. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PRE-EMPLOYMENT SCREENING

- Drug and nicotine test
- Clean DMV
- Must be insurable through GNRM's auto insurance provider