



## Position Description

<b>Job Title:</b>	<b>Guest Services Specialist</b>
<b>Department:</b>	<b>Women's Guest Services</b>
<b>Reports to:</b>	<b>Manager, Women's Guest Services</b>
<b>Supervises:</b>	<b>N/A</b>
<b>FLSA:</b>	<b>Non-exempt; Regular Full-time</b>
<b>Standard Shift:</b>	<b>Variable</b>
<b>Pay Grade:</b>	

### Job Summary:

Provides a welcoming environment, assists guest with shelter needs, and is essential in making guests feel comfortable through radical hospitality. This position focuses on assisting guests, caretaking the facility, and maintaining a safe environment. Upholds LifePath Christian Ministries' Statement of Faith and Code of Conduct at all times.

### Essential Duties:

- Provide oversight of front desk which includes answering the telephone, screening guests, and monitoring security cameras
- Maintains security of facility through routine bag searches and use of handheld metal detector
- Evaluates emergency situations and handles them when the Supervisor is not in the area
- Conducts rapid intakes for new guests, coordinates paperwork, and enters information into database for community members seeking services
- Provides shelter orientation tour for new guests to include a shower, processing belongings, and gather linens and toiletries
- Facilitates medicine distribution and inputs pertinent information into database system
- Clean bed areas and removes items of guests who have left the shelter
- Oversees and assigns guest chores
- Provides laundry and housekeeping services in common areas
- Engages shelter guests with compassion and understanding, while also setting healthy boundaries
- Documents any pertinent information regarding guests in case notes
- Regularly walks the building and conducts bed/bathroom checks and appropriately deals with rule and/or unsafe/unsanitary violations
- Assist in the food services area on an as needed basis
- Scan for meals, shelter stays, or other services provided as appropriate
- Regularly stock cleaning supplies
- Frequently check voicemail and return calls or forward to appropriate person
- Contacts emergency services should the need arise and maintain a calmness amongst the guests while situations are being handled
- Attends and actively participates in staff meetings

### Other Duties:

- Any other duties as required by supervisor

### Performance Standards:

- Knowledge of computerized information systems used in Lifepath's Guest Services, e.g. case management software and Microsoft Office suite

- Ability to encourage and set a positive tone in Lifepath's Guest Services
- Serve as a model of and set a standard for professional competency, accuracy, and innovation
- Team player focused on the overall success of the organization
- Demonstrates compassion and empathy for people in need, while committing to methods which move them from dependency to independent living
- Records are accurate and reflect the department's activities
- Maintains a reputation for working cohesively with other departments regarding support, recovery, and administrative services
- Supports improvement procedures and programs for LifePath Christian Ministries
- Maintains confidentiality of all data, including guests, employee, and operational data

**Special Skills/Education/Training Requirement:**

- High School or equivalent
- Must have a committed personal relationship with Jesus Christ
- Must agree with and sign Lifepath's Statement of Christian faith and be able to share that faith and knowledge with staff and guests
- Must have excellent and demonstrated interpersonal relations and both written and oral communication skills
- Proficiency with MS Office Suite, computer input, and database management

**Physical Factors:**

- Ability to walk, stand and/or sit for long periods of time, reach, lift, bend, kneel, stoop, climb stairs, push, and pull items weighing 25 pounds or less; manual dexterity; auditory and visual skills; ability to follow written and oral instructions and procedures.
- Excellent reading and writing skills; typing/computer usage; proficient interpersonal relations and communicative skills; ability to follow written and oral instructions and procedures;
- Possess a valid Pennsylvania Driver's License

**Working Conditions:**

Inside and outside environment

**Requirement:**

The York Rescue Mission dba **LifePath Christian Ministries** is a privately funded 501 (c)3 non-profit, Christian ministry. Our designated purpose is religious, and we are a Christ-centered ministry which is dedicated to share the Gospel in order to see lives redeemed, renewed and restored, and to celebrate the stories of lives being transformed through relationship with Jesus Christ. 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 ministry activities of York Mission dba LifePath Christian Ministries;
- Subscribe to the LifePath Christian Ministries Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the policies of the LifePath Christian Ministries Employee Handbook.

***My signature below acknowledges that I have read and understand the job description as described herein and I affirm that I can fulfill the requirements of this role. I understand that this job description is not all-inclusive, and that employment is always "at will".***

Approved: March 2022



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**Human Resources**



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**CEO**

### **Receipt and Acknowledgement**

I acknowledge and understand that:

Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

This job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

Job duties, task, work hours, and work requirements may be changed at any time.

Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules, and regulations of LifePath Christian Ministries.

This job description reflects management's assignment of essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

I have read and understand this job description.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_