



POSITION: Front Desk

REPORTS TO: Operations Manager

HOURS & COMPENSATION: Full time, Monday through Friday

The Everett Gospel Mission is positively impacting the future of homeless individuals every day. We are looking for customer service oriented person to join our efforts to FEED HOPE HERE in Snohomish County. This is a great working ministry opportunity to connect daily with those experiencing homelessness. If you are a person who loves a fast paced, ever changing environment where you help alleviate poverty every day, this is the job for you.

OBJECTIVE:

The front desk agent ensures that each guest walking through our doors looking for food, clothing, a shower, shelter, and rest at our men's center is greeted in a warm, dignified manner. They positively impact guest experience by managing incoming phone calls, answering guest questions, addressing guest conflicts and complaints and coordinating requests to access the staff and services of the EGM men's center.

JOB RESPONSIBILITIES:

- Be present and available at the front desk of the men's center throughout shift.
- Ensures prompt reply to general inquiries about the services of EGM men's center
- Orient guests to services and property practices
- Utilize proper telephone etiquette including transferring calls and taking accurate messages for guests and team members.
- Generate appropriate reports as needed
- Assist in providing encouragement and spiritual encouragement specifically to non-program volunteers and residents as appropriate
- Assists in response to medical emergencies, conflicts, and incidents
- Assists program and operations staff in setting appointments, scheduling volunteers, and program chore assignments when needed.
- Manages building postings and announcement boards
- Ensures that building spaces are prepared and ready for scheduled meetings
- Ensure that front desk volunteers follow all policies and practices per EGM values and vision
- Other duties as assigned

JOB QUALIFICATIONS/REQUIREMENTS

Character/Spiritual

- Is comfortable working in a Christian environment and able to share his/her faith when appropriate.
- Maintains a professional attitude in dealing with people within and outside of EGM; demonstrates behaviors aligned with EGM core values.

Knowledge/Experience

- 2 plus years of customer service experience, or equivalent required.
- Ability to work with a diverse population.
- Working knowledge of Microsoft office and some experience in using a customer service database.

Personal Characteristics

- Has a positive and constructive sense of humor with the ability to laugh at himself/herself and the wisdom to use humor to ease the tension of rescue work.
- Is action oriented and full of energy for the things he/she sees as challenging.
- Enjoys a fluid and changing environment.
- Is warm, pleasant, and gracious.
- Emotionally mature and resilient; capable of handling pressure.
- A strong sense of professional ethics and personal stewardship of EGM's resources.
- Self-motivated authentic team player who is flexible, proactive, and able to interact positively with all levels of our organization.

Skills, Abilities, and Special Talents/Gifts

- Ability to communicate in written and verbal form.
- Ability to lift 30 lbs regularly
- Valid Washington State Driver's License

COMPENSATION

- \$15/hr
- Fully paid medical and dental insurance for employee.
- Paid time off includes sick time and 2 weeks vacation that scales up over time of service.
- Disability and life insurance.
- 403(b) plan eligibility after 1 year of service that includes employer contribution and matching contribution.

FOR CONSIDERATION

Email a cover letter detailing what excites you about this position and the opportunity to work in homeless recovery at the Everett Gospel Mission along with a resume detailing relevant experience and education to makeadifference@egmission.org.

*All offers of employment are contingent on satisfactory results of a drug screening and criminal history background check.

OUR MISSION

The Everett Gospel Mission engages with the community to alleviate poverty.