

## Union Gospel Mission of Salem Job Description

**POSITION TITLE:** Guest Services Assistant  
**MINISTRY DEPARTMENT:** Men's Mission (400)  
**REPORTS TO:** Guest Services Manager  
**FLSA STATUS:** Non-Exempt  
**LOCATION:** Men's Mission, 777 Commercial St. NE, Salem, OR 97301  
**STATUS:** Full-Time; Sunday 6 a.m.- 2:30 p.m., Monday--Thursday 8 a.m. – 4:30 p.m.

### **Job Summary:**

Assist the Guest Services Manager in the operation of the Hospitality Center and assist with other services as needed. Provide information and encourage guests to consider the New Life Fellowship program as appropriate.

### **Essential Job Duties:**

1. Maintain a positive, encouraging Christian work atmosphere by demonstrating appropriate Customer Service C.A.R.E. standards.
  - A. **Committed** – performs job with integrity – respects and honors others
  - B. **Attentive** – models honesty and courtesy to all. Good listener.
  - C. **Responsive** – Takes responsibility for quality results. Serves effectively.
  - D. **Excellent** – Seeks to improve performance while providing excellent service.
2. Supervise the Hospitality Center operation as assigned by the Guest Services Manager.
3. Train and supervise volunteers and New Life Fellowship program men in appropriate procedures for the Hospitality Center.
4. Liaison between community and visitors.
5. Conduct interview(s) with guests to evaluate needs and refer to appropriate staff for assistance.
6. Ensure chapel is clean, organized and property is secured daily. Ensure sound system and projector(s) are in working order.
7. Approves, dismisses guests as appropriate.
8. May provide guidance of spiritual needs to Men's Mission guests.
9. Encourage guests to spiritually connect with staff and a local church.
10. Maintain appropriate files, records, etc. pertaining to Guest Services operations.
11. Grant showers and provide clothing as appropriate.
12. Able to help as requested with discipleship, bible studies, classes and other groups.
13. Submit a brief monthly activity report to the Guest Services Manager highlighting ministry activities.
14. Other duties as may be assigned from time to time by the Guest Services Manager.

### **Knowledge, Skill, Abilities**

1. Strong interpersonal and communication skills with the ability to manage crisis situations.
2. Good oral and written communication skills.
3. Able to teach Bible study classes at a layman's level.
4. Able to demonstrate grace and compassion even when administering disciplinary actions.
5. Computer literate including the use of basic Microsoft Office applications.
6. Valid OR State driver's license.
7. Must agree with Union Gospel Mission's Statement of Faith and Standards of Conduct.

**Education:** Associates Degree preferred, High School diploma or GED

**Experience:** Related Ministry Work



Guest Services Counselor, 2017