

Santa Barbara Rescue Mission Position Description

Position Title: Receptionist and Homeless Guest Services Operations Assistant

Department: Administration & Homeless Guest Services

Reports To: Homeless Guests Services Director

Status: Full-time, Non-Exempt, Hourly

General Function: The Administrative Receptionist receives incoming phone communications and greets visitors to the Santa Barbara Rescue Mission. Operations Assistant responsibilities include overseeing nightly Homeless Guest Services activities, including check-in, showers, dinner, data entry, homeless volunteers, and community volunteers. This position provides additional administrative and operational support as needed. Supports and implements the vision and values of the Santa Barbara Rescue Mission.

Position Requirements:

- Accept SBRM's Christian Statement of Faith and support the organization's mission
- This position requires a mature, professional and courteous presence that has the ability to manage a multi-task environment with efficiency and attention to detail. The reception desk is the first point of contact in public relations and therefore the receptionist must provide a consistent, professional concern for excellence, conveyed in a positive manner.
- The ideal candidate will have the administrative competencies to handle homeless program logistics, while also displaying leadership and compassion to our guests
- Must be personable, amiable, and adaptable in the team work environment
- Must maintain an efficient workflow while demonstrating excellent time management skills, a high level of organization, record keeping, and the desire to proactively seek out and initiate tasks
- Handle multiple tasks, work under pressure, and respect confidentiality in a mature and professional manner
- Experience working with the homeless or recovery clients
- Bachelor's degree or equivalent experience preferred
- **Must be able to work nights, weekends and some holidays.**
- Attend department meetings or check in meetings with the Director of Homeless Guest Services bi-monthly.

Principal Activities:

1. Front Desk Reception

- Provide professionalism
- Uphold reception guidelines for confidentiality and safety
- Answer and direct all incoming calls
- Greet and assist all visitors
- Ensure each SBRM visitor sign the log and obtain a nametag
- Maintain an ordered neat and clean reception area
- Take messages for clients, staff & guest services program, following appropriate confidentiality protocol for each
- Receive in-kind donations and coordinate proper receipting
- Assist with data entry of gift-in-kind receipts and new or updated donor information

- Provide additional administrative support as requested (i.e shredding, recycling of the shredding, folding brochures and donation acknowledgment letters, etc.)
- Support program staff as needed with administrative tasks
- Order stock office supplies

2. Assist with Homeless Guest Services Program Operations

- Oversee day-to-day shelter operations including guest check-in, showers, dinner, chapel, bed assignments, and enforcement of 10-night stay limit
- Collect extension requests and grant extensions to guests
- Collect TB test results and follow-up on needed TB tests
- Supervise the cleaning of the bag storage areas
- Manage guest mail
- Maintain staff log
- Orient new guests to evening processes; be available to answer questions and assist guests with completing forms
- Maintain photos of guests in database
- Maintain accurate records in computer databases and files, oversee data entry, and provide relevant reports to other SBRM staff
- Oversee supplies and ordering for linen, pajamas, pillows, etc.
- Handle in-kind donations and distribution to guests
- Receive and respond to all Homeless Guest Services phone/email inquiries
- Draft housing and referral letters

3. Volunteer Coordination

- Maintain HGS volunteer calendar for chapel and dinner volunteers
- Maintain timely correspondence to inquiries about volunteer opportunities and connect them to pertinent program staff
- Assist with volunteer events and community volunteer opportunities, including holiday feasts
- Supervise volunteers from the community who want to work directly with the homeless guests (i.e., social workers, interns, chapel speakers)

4. Be a contributing member of the Homeless Guest Services team

- Meet weekly with Homeless Guest Services team to discuss operations and guests
- Keep team apprised of guest issues and concerns
- Maintain good rapport with Men's staff and security personnel with a willingness to work together to solve difficult problems
- Act as a responsible party, alongside SBRM Men's Staff or security personnel, for any problems, emergencies, or disputes that can arise while guests are on SBRM property

Effect on the End Result:

This position contributes to the efficient, organized, and compassionate operations of the Homeless Guest Services program at the Santa Barbara Rescue Mission.

To Apply:

Please submit a cover letter and resume to hr@sbrm.org.