

# Union Gospel Mission of Salem

## Job Description

**POSITION TITLE:** Guest Services Assistant  
**MINISTRY DEPARTMENT:** Simonka Place (500)  
**REPORTS TO:** Simonka Place Director  
**FLSA STATUS:** Non-Exempt  
**LOCATION:** Simonka Place  
5119 River Road N, Keizer, OR 97303  
**STATUS:** Part-Time; rotating shifts with other staff to cover evening, night and weekend shifts.

### Job Summary:

Assist guest and/or program staff with clients to include initial assessment of situation and needs. Evaluate, monitor and record progress and services provided. Provide primary staff supervision and contact during evening and night hours. Able to assist in food service and accommodations as needed.

### Essential Job Duties:

1. Perform intake assessments and screening of clients while on duty.
2. Admit and dismiss clients as required
3. Help in maintaining the safety and cleanliness of shelter facility
4. Provide crisis intervention information and referral help
5. Communicate with all Simonka Place staff through established procedures
6. Assist in maintaining on-going client files
7. 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.
8. Provide written reports, etc. to Simonka Place Director as requested
9. Attend various Mission functions and meetings as required
10. Help maintain a positive, pleasant, and Christian atmosphere at Simonka Place
11. Assist with other duties as needed and as directed by the Simonka Place Director or Lead Case Manager

### Knowledge, Skills, Abilities:

1. Have a concerned, caring heart for needy families and a willingness to confront difficult behavior consistently and respectfully.
2. Good verbal and written communication skills.
3. Good organizational skills.
4. Willing to learn with teachable spirit.
5. Basic computer skills, including Microsoft Office 2003 applications.
6. Ability to work in a multi-task environment.
7. Bi-lingual (English/Spanish) preferred, but not mandatory.
8. Must agree with Union Gospel Mission of Salem's Statement of Faith.

**Education:** AA (2 year degree) preferred, but HS Diploma required.  
**Experience:** Volunteer or work experience with children/families or similar experience preferred, but will consider trainee.

