



Come be part of a wonderful team that is making a difference in the lives of so many. Each day here you will find unique opportunities to walk alongside our guests and provide support as they face homelessness and poverty.

POSITION TITLE: Guest Services I

DEPARTMENT: Guest Services

REPORTS TO: Senior Director of Guest Services

POSITION SUMMARY: This position will perform basic security functions across the campus, assist with service delivery, and provide excellent customer service. This includes assisting in the distribution of daily meals, cleaning of the dining area, coordinating services in the showers and clothing center, and monitoring for safety concerns.

SALARY RANGE: \$19.00 per hour

SCHEDULE: Full-time, 40 hours per week. Schedule varies upon department needs.

POSITION REQUIREMENTS

EDUCATION: High school diploma or equivalent.

EXPERIENCE: A minimum of one-year experience providing direct customer service or experience in a security-related field.

POSITION KNOWLEDGE: Proven work experience in a safety or security-related position. Excellent human relations and interpersonal skills are required for this position. Position requires the ability to work with a variety of personalities in a professional manner. Employee must be able to communicate effectively with guests, staff, and volunteers of our facility. Knowledge of safety and response procedures. Knowledge and awareness of potentially hazardous or dangerous practices. Familiarity with collecting and recording data. Outstanding organizational and time-management skills. Critical thinking and problem-solving skills.

PHYSICAL DEMANDS:	Typical positions require workers to sit, walk or stand for long periods; lift and carry up to 25 pounds from the floor to waist; bend, kneel, crouch, reach, hold, grasp and turn objects.
PHYSICAL & MENTAL:	<p>Mobility: frequent sitting for long periods; frequent operation of a data entry device; occasional walking, standing, pushing, pulling, bending, squatting and climbing.</p> <p>Lifting: frequent lifting of 5 pounds or less; occasional lifting of 5-50 pounds.</p> <p>Visual: constant use of good, overall vision and reading/close-up work; moderate use of color perception and hand/eye coordination; occasional use of depth perception and peripheral vision</p> <p>Hearing/Talking: frequent hearing of normal speech, talking/hearing on the telephone/radio and in person</p> <p>Emotional/Psychological: frequent decision-making, concentration, and public contact, occasional public speaking, occasional exposure to situations involving trauma, grief, or death</p> <p>Environmental: frequent work in dining and warehouse environment, occasional work in a standard office environment, occasional exposure to varied weather conditions</p>

PRINCIPAL DUTIES

- Act as first responder to all safety code calls.
- Monitor and anticipate unsafe conditions, initiating and maintaining cooperation within an organization on safety matters.
- Ensure that staff, volunteers and guests are in compliance and adhering to safe practices.
- Ensure proper reporting of all incidents and unsafe practices within department and campus wide.
- Adhere to all the rules and regulations as stated in the employee handbook.
- Conduct risk assessment during shifts to ensure continual safety of all on our campus.
- Enforce preventative measures.
- Assist with workplace/department repair, completing work orders when necessary.
- Perform general routine patrolling the campus.
- Conduct crowd control and line organization during meal service and ensure that proper meal counts are recorded daily.
- Oversee and ensure the cleanliness of dining room and supply closets.
- Assist in the training and coordinating of volunteers assigned to assist in the dining area.

- Log and track community service hours within the department.
- Enforce all policies and procedures of our campus.
- Assist when required in various departments to provide a safe environment for all.
- Ensure grounds are maintained trash free on weekends.
- Ensure campus and designated areas are securely locked when working the evening shift.
- Engage with volunteers, guests and campus visitors in a way that represents the organization positively and professionally.
- Carry out other duties as assigned.
- Embrace our mission statement and work to enrich the lives of the clients we serve.

St. Mary's Dining Room's mission is to respond to poverty in San Joaquin County by feeding the hungry, caring for health issues and restoring human dignity.