

## **Los Angeles Mission, Inc.**

### **Job Description**

**Job Title:** Emergency & Guest Services Coordinator  
**Department:** Emergency & Guest Services  
**Reports To:** Manager of Emergency & Guest Services  
**FLSA Status:** Full-time, Regular, Non-Exempt  
**Prepared By:** Human Resources Department  
**Prepared Date:** Revised November 2019

#### **SUMMARY:**

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Assists the Anne Douglas Center in providing personal support for residents of facility and outside guest who are seeking aid from Anne Douglas Center by performing the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Directs operation of Day Services Department.
- Schedules appointments for clothing and showers.
- Provides security and resolves and conflicts among guests.
- Prepares and distributes hygiene kits.
- Prays and ministers to guest in Center and on street.
- Receives and sorts and distributes donations.
- Provides resident clothing and necessary items.
- Stocks shelves and maintains facility.
- Conducts inventory and assists in maintaining inventory.
- Maintains Day Services statistics.
- Recruits and directs the activities of Day Services Volunteers.
- Participates in active recruitment and community outreach.
- Provides training and spiritual mentorship to Day Services student workers.

#### **SUPERVISORY DUTIES:**

Student workers

#### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE:**

High School Diploma or General Education Degree (GED), or one to three months related experience and/or training, or equivalent combination of education and experience. Post high school training in counseling and social services is recommended. One-year experience or training working with substance abusing population.

**TECHNOLOGY SKILLS:**

Computer literacy is required. Must be able to operate Microsoft Word, Microsoft Outlook, and internet-based applications like Paychex Flex Employee/Manager Self Service Portal and Outlook Web Access with ease. Other business software may be deployed related to job functions.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS:**

Ability to add and subtract two digit numbers, and to multiply and divide with 10's and 100's. Ability to perform these operations using English units.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a Variety of instructions furnished in written, oral, diagram, or schedule form.

**LOS ANGELES MISSION EVENTS:**

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to a disagreeable element such as noise, heat, dust, or cold. Employee is regularly exposed to some abuse from angry callers. Employee is regularly exposed to some risk of communicable disease from guest of facility, exposure to TB and other respiratory diseases. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**LOS ANGELES MISSION IS AN EQUAL OPPORTUNITY EMPLOYER:** and values diversity.

We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status, except as allowed by federal statute under Title VII of the Federal Civil Rights Act.

**I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.**

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Employee Signature

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Date

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Employee Name (please print)

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Date

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Approval

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Date