

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

**Job Title:** Emergency & Guest Services Aide  
**Department:** Emergency & Guest Services  
**Reports To:** Emergency & Guest Services Supervisor  
**FLSA Status:** Regular, Full Time, Non-Exempt  
**Prepared By:** Human Resources  
**Prepared Date:** Revised May 2019

### **SUMMARY:**

Demonstrate Christ-like behavior and attitude in all job duties and responsibilities. Assists Day Services manager in providing personal support for residents of facility and others seeking aid from facility by performing the following duties:

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

- Prays and ministers to guest in the Center and on the street
- Handles donated clothing and hygiene items.
- Stocks shelves and maintains facility.
- Assists in distributing clothes and other items to visitors of facility.
- Assists in cleaning the Day Services Department.
- Assembles personal hygiene items for clients.
- Completes volunteer status reports.
- Coordinate volunteers and students.
- Participates in active recruitment and community outreach.
- Assist in maintaining order and peace with guests.
- Drives the Los Angeles Mission Van when needed.

### **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 three months to one year of related experience and/or training, or equivalent combination of education and experience. Post high school training in counseling and/or social service is recommended.

### **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 safety 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 units of American money and weight measurement, volume, and distance.

**REASONING ABILITY:**

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

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel object, tools, or controls, and talk or hear. The employee frequently is required to reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include peripheral vision.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an inner city gospel rescue mission and rehabilitation program for substance abusers. Employee will typically work in a comfortable office environment. Employee may be exposed to some abuse from angry employees or guest. Employee may be regularly exposed to some risk of communicable disease from guests of facility, exposure to TB and other respiratory diseases.

**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.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approval

\_\_\_\_\_  
Date