

# Guest Services Associate

Full time, 37.5 hrs./week  
9am – 4:30pm, Monday – Friday

*St. Margaret's House is a day center that improves the lives of women and children by providing individual attention to their immediate needs, breaking the bonds of isolation, and helping them acquire skills to better their lives. We believe that each woman is talented and gifted and deserves to be treated with dignity and respect.*

*In working at St. Margaret's House, you will have the opportunity to impact our community in a positive and direct way. Our staff is a diverse group of highly capable and committed women with a range of professional and personal experiences.*



## About the position

### As a member of the Guest Services team:

- Collaborates in the mission of St. Margaret's House and promotes and adheres to the values as articulated in the SMH value statement.
- In cooperation with the Director of Guest Services and other staff, facilitates groups and programs that are to the benefit of our guests.
- In cooperation with the Director of Guest Services and other staff, works directly with the guests of St. Margaret's House:
  - Conducts initial intakes, welcomes and explains rules and services to each new guest.
  - Identifies with guests any immediate needs and coordinates efforts to meet these needs, making referrals to other agencies when appropriate.
  - Helps guests articulate and work towards personal goals.
  - Maintains ongoing hospitable and supportive relationships with each guest and works to create this environment for the entire community.
  - Advocates for guests with other community and social service agencies.
- In collaboration with the Director of Guest Services and other staff, maintains records and necessary documentation for guests and services provided.
- Attends all staff retreats, meetings and development seminars.
- Represents St. Margaret's House to the wider community. Promotes relationships with other agencies and resources.
- Collaborates/assists with St. Margaret's House fundraisers.
- Participates in the general cleaning, maintenance and upkeep of St. Margaret's House. Works with guests to do daily chores, including post-lunch clean-up.

## Requirements

- Bachelor's degree in Social Services (Social Work, Gender Studies, Psychology) or related field.
- **Ability to speak Spanish strongly desired.**
- Ability to work as part of a team in a fast-paced environment.
- Proactively identifies what needs to get done and takes initiative to do it.
- High level of emotional intelligence and flexibility.
- Knowledge of and experience working in a trauma-informed environment.
- Ability to lift 40 lbs.

## Compensation

- Salary range is \$39,000–\$41,000/year; dependent upon qualifications and experience.
- Paid holidays, individual medical insurance available, optional dental and vision insurance, defined employee contribution plan (retirement) after one year.

## How to apply

Email your cover letter, resume and professional references to:

Katie Elliot M.Div., Ph.D., Executive Director  
117 N. Lafayette Blvd. | South Bend, IN 46601 | 574-234-7795 | [katie@stmargarethouse.org](mailto:katie@stmargarethouse.org)

Review of applications will begin as they are received and will continue until the position is filled.

*St. Margaret's House is an equal opportunity employer.*

117 N. Lafayette Blvd. | South Bend, IN 46601 | 574-234-7795 | [stmargarethouse.org](http://stmargarethouse.org)