



## **Position: Front Desk Coordinator**

**Status: Full-Time, M-F, 8:45am-4:15pm (37.5 hrs/wk)**

### **About us**

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**

**The front desk is the heartbeat of St. Margaret's House, making the front desk coordinator the "air traffic controller" for the surrounding environment and services:**

- Use the video monitoring system and phone buzzer to monitor comings and goings at the front door, managing all guest and visitor access to the building.
- Help to ensure the well-being of the entire community in the main room and throughout the building by communicating with other staff as necessary via Google Chat/phone/in person regarding potential safety concerns.
- Collaborate with the Director of Guest Services and the Kitchen Manager to coordinate staff and volunteer efforts on the main floor.
- Collaborate with the Director of Volunteers to oversee volunteer receptionists; train front desk volunteers, and ensure the quality of services provided at the front desk.
- Maintain a welcoming physical presence at the door to the main room in order to greet guests and visitors as they arrive. With the support of volunteer receptionists, triage guests and visitors appropriately.
- Maintain supply of services rendered behind the front desk, drawing on support from volunteers in doing so. This includes: triage incoming donations, create a monthly list of available toiletries, oversee assembly and distribution of toiletries; ensure shower supplies are stocked for the day.
- Responsible for maintaining front desk forms, records of services provided, weekly reporting, and collaborating with our Data Coordinator as necessary.
- Implement a continuous improvement mindset regarding front desk procedures and related matters.
- Help guest services to maintain general functioning of the main floor: chairs, trash, coffee, walkways, noise (including voices and electronics)
- Open the first floor in the morning and close it down at the end of the day, in conjunction with the Kitchen Manager.

**As a general member of the St. Margaret's House staff:**

- Collaborate in and adhere to the mission, vision, and values of St. Margaret's House.
- Foster and build relationships with guests to help them feel safe in accordance with the SMH mission statement. Seek to resolve conflict using a trauma-informed perspective.
- Attend and actively engage in all staff retreats, meetings, and professional development seminars.
- Collaborate with the St. Margaret's House fundraisers.
- Participate in the general cleaning, maintenance, and upkeep of St. Margaret's House.

**Requirements:**

- Ability to stay flexible, organized, and responsive in a fast-paced environment.
- High level of emotional intelligence and communication skills.
- Knowledge and/or experience of best practices in trauma-informed care, or the willingness to learn.
- Commitment to direct communication and conflict management skills.
- Previous supervisory experience is a plus.
- Bachelor's degree in Social Services or related field preferred.
- Demonstrated computer knowledge and experience, especially with Google Suite. Ability and willingness to learn new computer skills/programs as needed.
- Fluency in Spanish is a plus.
- Ability to lift 40 lbs, be on your feet for long periods of time, and willingness to help colleagues as needed.

**Compensation & Benefits:**

- Pay Rate: \$26-\$28/hour, depending upon qualifications and experience.
- Paid holidays and time off, long-term disability insurance, optional individual medical, dental, and vision insurance, and defined contribution plan.

**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.*