

## SECURITY – POSITION DESCRIPTION

**Reports to:** Front Desk Manager

### **Position Objective:**

Under the general direction of the Front Desk Manager, ensures the safety of all members (those we serve), volunteers, and staff at *MwC*. Provide a safe environment for people struggling with homelessness, poverty, mental illness, addiction and other personal crises. Assist members (those we serve) at the front desk. Must be comfortable working with a diverse population and compassionately and creatively adapt to the needs of members.

**Hours:** will vary; facility is open 6:30 a.m.- 5:30 p.m. seven days/week

**Wage:** \$8.50/hour

**Specific requirements:** This job has some special requirements including mandatory drug screening and background check.

### **Competencies Required:**

- 1. Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with minimum of planning; seizes more opportunities than others.
- 2. Learning on the Fly:** Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyzes both successes and failures for clues of improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
- 3. Dealing with Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- 4. Command Skills:** relishes leading; takes unpopular stands if necessary; encourages direct and tough debate but isn't afraid to end it and move on; is looked to for direction in a crisis; faces adversity head on; energized by tough challenges.
- 5. Understanding Others:** Understands why groups do what they do; picks up the sense of the group in terms of positions, intentions, and needs; what they value and how to motivate them; can predict what groups will do across different situations.
- 6. Composure:** Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

- 7. Integrity & Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.

**Key Performance Objectives:**

- Effectively handles any potentially unsafe/dangerous situations in a timely fashion, using excellent conflict management skills.
- Works to establish appropriate relationships with our members in order to avoid future conflict.
- Ability to be proactive; to see and deal with potential safety issues before they arise.
- Assists members, volunteers, and donors at the front desk.

**Desirable Characteristics:**

- Excellent people skills: approachable, good listener, relates well to all types of people
- Experience working with diverse populations
- Able to handle stressful situations effectively and patiently
- Demonstrated ability to communicate, both verbally and in writing
- Experience working in security
- Patience and passion for serving the under-served
- Understanding and compassion towards people experiencing poverty, substance abuse, and mental illness
- Ability to be on one's feet for extended periods of time

**To apply:** Please submit written letter of interest and resume to Front Desk Manager, 440 N. Church Street, Kalamazoo, MI 49007 or email [office@ministrywithcommunity.org](mailto:office@ministrywithcommunity.org)

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