

JOB POSTING
Member Services & Safety Assistant
March 30 2016

Position Reports to: Member Services Coordinator

Ministry with Community (MwC), a Kalamazoo based non-profit whose mission is to empower people to make positive life changes, is seeking a skilled Member Services & Safety Assistant to join their team! Ministry with Community serves people (members) experiencing homelessness, poverty, mental illness, addiction and other personal crises. The Member Services & Safety Assistant will assist members in accessing all services within the agency, while being proactive in resolving any safety concerns throughout the building.

Essential Functions:

- Assists members, volunteers and donors at the front desk.
- Establishes working relationships with our members in order to best serve their needs.
- Completes daily stocking and cleaning tasks; assisting with custodial duties as needed.
- Ensures an environment of dignity and respect for all individuals.
- Participates in departmental and organization-wide meetings on a weekly basis.
- Ability to be proactive; to see and deal with potential safety issues before they arise.

Desirable Characteristics/Skills:

- Excellent people skills with diverse populations: approachable, good listener, relates well to all types of people.
- Able to handle stressful and potentially unsafe situations effectively and patiently.
- Demonstrated ability to communicate, both verbally and in writing.
- Understanding and compassion towards people experiencing poverty, substance abuse or mental illness.
- Experience working in a fast-paced environment.
- Excellent conflict management and interpersonal skills.

Qualifications:

- 18 years of age or older.
- Commitment to diversity and customer service.
- At least one year of direct care human service and/or customer service experience.
- Ability to effectively use a computer and Microsoft software.
- Ability to be on one's feet for an extended period of time.

Hours: Part-Time Position, hours will vary during open facility hours 6:30AM-5:30PM, 7days/week
(must be available some weekends and holidays)

Wage: \$8.52/hour

This position requires mandatory drug screening and a background check.

To Apply: Please submit your resume and letter of interest to:
Member Services Coordinator, 440 N. Church Street, Kalamazoo, MI 49007
or email admin2@ministrywithcommunity.org

NO PHONE CALLS PLEASE

M/F/D/V/SO
