



Job Description	
MWMW Position Title (type in CAPS): MEYER CENTER FRONT DESK	
Staff Group:	<input type="checkbox"/> Executive Staff <input type="checkbox"/> Program Coordinator <input type="checkbox"/> Operations/General Staff <input type="checkbox"/> Program Director <input checked="" type="checkbox"/> Program Staff <input type="checkbox"/> Administrative Staff <input type="checkbox"/> Retail Manager <input type="checkbox"/> Retail Staff <input type="checkbox"/> _____
Immediate Supervisor(s): Walk-in Center Coordinator; Director of Meyer Center and Social Services; Associate Executive Director of Programs.	
Tasks also assigned by: Program Director, and Executive Director.	
Immediate Subordinates: Work-study, and Interns.	
Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	Position Originally Created: May 2019
	Date Last Revised: November 2021
Hours Per week: Total of about 45-50 hrs/wk available, but only part-time positions are available. So we will hire 2-3 p/t staff to share the available hours. Front desk is open: Mon-Thurs 6:30am-4:30pm; Fri 6:30am-1pm; Sat 6:30am-10am. SOME OF THESE HOURS ARE RELATED TO COVID RESPONSE and will change after pandemic.	
General Summary: The responsibility of the Front Desk Staff is to oversee any and all activity at the front area of the Meyer Center, greet visitors and participants, answer phones, maintain log sign-in sheets for participants and volunteers, mail check, and oversee chores.	
Critical Functions and Responsibilities	
1. Greet participants and visitors as they enter the building.	
2. Hand out supplies to participants as needed.	
3. Sign participants up to meet with case management and/or MPowerment, showers, mail check, clothing vouchers, benevolence, and provide substance abuse referrals.	
4. Maintain log, sign-in sheets for all services, sort mail, and occasionally enter information into HMIS.	
Additional Functions and Responsibilities	
1. Be available to work additional hours at front desk as needed.	
2. Attend Meyer Center staff meetings and trainings.	
3. Fill out incident reports as needed.	
4. Provide resourceful information to participants.	
5. Hand out bus passes as directed by upper staff.	

The functions and responsibilities contained in this Position Description are not all inclusive. Other duties and requirements may be assigned at any time.

Requirements/Preferences	
Minimum skills and knowledge required: 1. 1 year experience in working with in a business setting.	Skills and knowledge preferred: 1. 3-5 years of experience in working in a business setting.
Minimum previous experience required: 1 year experience in working with people	Previous experience preferred: 3-5 years of experience working with people, and in an office type setting. Any experience working with people who have experienced homelessness.
Minimum education required: High School Diploma	Education preferred: A Bachelor's Degree, or some college experience.
Minimum communication skills required: 1. Must have excellent interpersonal skills – able to communicate appropriately and compassionately under pressure. 2. Represents Mission Waco's values with all program participants.	Communication skills preferred: 1. Have excellent ability to communicate.
Behavioral, emotional, mental requirements: 1. Must be a wise and mature individual. 2. Must be a strategic thinker.	Behavioral, emotional, mental preferred: 1. Mature Christian with desire to serve the poor and marginalized preferred. 2. Confident personality that is able to work with people from all walks of life, and be kind and compassionate.
Other requirements: Able to keep flexible hours. Some light lifting (25lbs). Ability to serve in a fast-paced, high-pressure environment.	

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