



MISSION

WACO | WORLD

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;.	
Tasks also assigned by: Associate Executive Director of Programs, 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: March 2024
Hours Per week: 25-29 hours/week per person. (2-3 staff covering all open hours. Walk-In Center is open Mon-Thurs 6:15am-3pm, Fri 6:15am-1pm, Saturday 6-8am.) Must be willing to work alternate Saturdays.	
General Summary: The responsibility of the Front Desk Staff is to oversee 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, handle transactions for bed fees and bus passes, 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 up participants 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. Attend Mission Waco Mission World staff meetings as available.	
3. Fill out incident reports as needed.	
4. Provide resourceful information to participants.	
5. Hand out bus passes as directed by upper staff. Handle transactions for bed fees and bus passes, etc.	
6. Participate in Giant Worldwide leadership/communication development curriculum as offered by MWMW.	

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. 2. Ability to operate email and cash register software.	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. 3. Trustworthy to handle cash transactions properly per Mission Waco policies.	Behavioral, emotional, mental preferred: 1. Mature Christian with desire to serve our neighbors experiencing homelessness and/or addiction. 2. Confident personality that can work with people from all walks of life and be kind and compassionate.
Other requirements: 1. Able to keep flexible hours. 2. Some light lifting (25lbs). 3. Ability to serve in a fast-paced, high-pressure environment.	

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