



JOB DESCRIPTION: Guest Service Agent – Saturday and Sunday (7 a.m. – 7 p.m. or 7 p.m.- 7 a.m.)

Reports To: Director of Residential Services & CAP

Salary Band: Band A- Part – Time (24 HRS)

POSITION SUMMARY:

The Guest Service Agent will provide program support services on weekends (Saturday and Sunday) from 7:00 a.m. – 7:00 p.m. Provide welcoming, attentive customer service to our clients through utilization of knowledge and proficiency in all aspects of GSA duties. Position is responsible for expanding their knowledge of services available for target population through continuing education (training) opportunities and willingness to learn new tasks. This position must maintain the security and confidentiality needed for this type of specialized program. The Guest Service Agent must be available to intervene in conflict or crisis situations and is responsible for maintaining documentation, ensuring the smooth operation of programs during their assigned hours. The Guest Service Agent will work with other staff and volunteers to create a supportive community, helping to meet the needs of each resident.

The individual must be able to prioritize multiple projects, work well under pressure and have experience supporting executives, managers and board members. Position requires a strong ethical commitment to the mission and purpose of Gateway Center.

PRINCIPAL ACCOUNTABILITIES:

- Promote exceptional customer service for our guests/clients during all stages of their visit
- Function as a team member at all times by communicating effectively and diplomatically, being approachable and willing to assist coworkers, maintaining a positive and proactive attitude, and promoting interdepartmental communication and cooperation
- Provide service tickets and/or directions on where and how to access services at GWC
- Manage phone system and properly direct incoming calls
- Provide appropriate referrals to community services based on client request(s) ➤ Maintain a shift log of activities.
- Assess and respond to resident crises or conflicts.
- Assess and manage emergencies according to Gateway Center's emergency protocol.
- Identify appropriate responses to emergency protocol triggers.
- Identify when external assistance is needed and contact appropriate party (i.e. supervisor, law enforcement, medical assistance, etc.).
- Monitor the safety and security of the facility and/or dorms.
- Participate in the ongoing development of shelter safety and emergency



- Work to increase level of cultural sensitivity, awareness and competency

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- Ensure all case records are current by documenting ongoing contacts through case notes within 72 hours, trainings attended, referrals, and resources offered
- Maintain complete and current documentation on all clients in required databases
- Participate in staff development and all required Agency meetings
- Other duties as assigned

QUALIFICATIONS:

- High school diploma with a minimum of two (2) years of experience or social services experience in a recovery environment will be considered.
- Strong organizational skills and commitment to substance abuse and disease concept focused treatment models.
- Excellent written and verbal communication skills
- Proficient in Outlook and Microsoft Word and other Software Packages ➤ Flexibility (may require some evenings and weekend work)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

EQUAL OPPORTUNITY EMPLOYER:

Gateway Center is an Equal Opportunity Employer and does not discriminate on the basis of race, color, creed, national origin, ancestry, religion, age, citizenship, sex, marital or veteran status, disability or handicap, sexual orientation or any other basis prohibited by applicable law. Gateway Center also takes affirmative action to employ, and advance in employment, qualified women, minorities and covered veterans. Gateway Center also makes reasonable accommodations for qualified individuals with disabilities, in accordance with the Americans With Disabilities Act and applicable state laws.

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