



**Position:** NCS Guest Services Specialist

**Reports to:** Access Lead

**Compensation Status:** Full-time, hourly

**Hours:** 40 hours per week

**POSITION SUMMARY:**

Non-Congregate Shelter is a hotel site staffed seven days per week, 24hrs/day to provide trauma-informed supportive services to homeless individuals and families in the program. Our mission is to Prevent and End Hunger and Homelessness. We do this through strategic partnerships and collaborations. This position's main purpose is to supervise, monitor the facility, and support the participants. and its participants. Successful candidates must have compassion, model good judgement, and professionalism as well as excellent customer service skills. Excellent customer service includes showing respect to all participants, answering questions, and helping facilitate participants' entry and exit from the facility. The NCS Guest Services Specialist must also be detail-oriented, a fast learner, and an excellent communicator to handle various tasks and escalated concerns as needed. This full-time position will have the following schedule: 40 hrs./week, 3rd shift, 11:00p – 7:00a.

**ESSENTIAL JOB FUNCTIONS:**

- Provide supervision and monitoring of facility.
- Ensure that program residents' basic needs (food, hygiene, shelter) are met.
- Make written notes to document resident activity.
- Document rounds, counts, and inspections on appropriate forms.
- Answer the telephone and the door/gate.
- Provide crisis intervention and conflict resolution.
- Document areas of concern on incident reporting formats.
- Conduct recreational and life skills activities for residents.
- Prep and turnover rooms for residents.
- Perform filing and other general office duties.
- Report maintenance needs to Director of Crisis Engagement.
- Drive on Agency business as needed.
- Comply with all Non-Congregate Shelter policies and procedures, including workplace safety, reporting work-related injuries, infection control and preventing potential safety risks for staff, residents, and others.

**OTHER DUTIES**

**RECORD KEEPING AND CONFIDENTIALITY:**

- All information seen/heard at the Non-Congregate Shelter site is CONFIDENTIAL. This includes the site name and address and any information about residents or staff.

- Clock in and out daily.
- Complete daily documentation form for every shift.
- Do not take any information offsite.

**ABILITIES and SKILLS:**

- Ability to think and act quickly and efficiently in emergencies.
- Knowledge of issues related poverty, homelessness, mental illness, trauma, substance abuse, health issues, and older adults preferred.
- Ability to work successfully both independently and cooperatively.
- Ability to successfully and efficiently complete tasks in an environment with background noise and interruptions.
- Excellent customer service and strong interpersonal skills; ability to engage a diverse group of residents, team members and volunteers.
- Ability to exercise teamwork.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook).
- Strong written and oral communication skills required.
- Detail-oriented, highly organized, able to manage multiple tasks and priorities, and set and meet goals and deadlines.
- Great crisis intervention skills and an ability to de-escalate escalated residents in a trauma informed manner.

**EDUCATION and EXPERIENCE:**

- High school diploma/GED and two (2) years supervision experience or equivalent education/experience substitute.
- Intermediate computer skills in Microsoft Word, Excel, and Outlook.
- Possess a valid driver's license and have access to a dependable means of transportation that is properly insured and operated in accordance with all laws. Agency insurer authorization is required.
- Ability to pass a criminal background check.
- Must maintain good relationships with consumers, co-workers, government, and civic representatives, as well as community members within whom the Agency is transacting business and relate to them in a professional manner.
- Direct service experience with high risk/high need populations and/or history of employment in customer service required; Experience in a multi-service nonprofit is a plus.
- Oral and written fluency in both Spanish and English preferred.

**PHYSICAL REQUIREMENTS:**

- Candidate must be able to bend, stand on a step stool, walk stairs, and lift at least 25-45lbs.
- Carry and deliver meals.
- Ability to operate computer, phones, fax, and printer.
- Move furniture to help with set-up/take-down, including tables, chairs, and cots.

**Due to COVID restrictions, the following safety protocols will be followed at:**

- Wear facial coverings at all times.
- Practice good hand hygiene.
- Minimize staff/resident interactions that involve more than 15 minutes and within 6-foot distance.

**NOTE:** This job description is intended to describe the general nature of the work being performed by a person in this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**Interested parties should apply by sending a cover letter and resume to:**

Rebekkah Roberts  
Human Resources Coordinator  
Together  
812 S 24<sup>th</sup> St.  
Omaha, NE 68108  
[rroberts@togetheromaha.org](mailto:rroberts@togetheromaha.org)