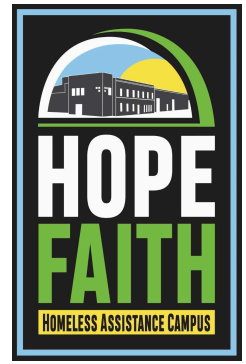


Guest Experience Intern

Up to 40 Hours Per Week (M - F 6:30/7:00 am - 2:00 pm)

Service Site Address: 705 Virginia Avenue, Kansas City, MO 64106

Website: www.hopefaith.org



Reports To: Guest Experience Manager

About Hope Faith:

HOPE FAITH, with its mission pillars of Care, Rest, and Work, is the only low-barrier Homeless Assistance Campus in Greater Kansas City. Founded in 2004, HOPE FAITH's fundamental principle is to bring self-sufficiency back to our homeless guests through mental, emotional, and spiritual assistance. We serve all people without hesitation or reservation, guided by our values of providing Care, Rest, and Work.

Through the kindness of our staff, volunteers, and benefactors, HOPE FAITH provides a range of essential services, including hot meals, hot showers, optical care, clothing, haircuts, laundry, and mail services. All of this is in a 48,000 sq. ft. building downtown. Being a member of this organization requires a caring disposition. Being part of another human being's fight to regain their sense of worth and purpose is rewarding and taxing.

Overview:

The Guest Experience Intern is a utility position that is cross-trained in multiple areas on campus. They are responsible for assisting guests with direct services in day-to-day activities provided in various departments. This position will learn all guest-facing services to be able to cover sorting incoming donations, retrieving emergency clothing for guests, help guests navigate community resources, assist with shower monitoring, and laundry services as needed.

Job Responsibilities:

Guest Services

- Assist guests with community resources
- Fill out vital document forms, food stamp applications, or other community assistance applications with guests as needed
- Support guests with phone communications when needed
- Work with volunteers to sort incoming clothing donations & stock the clothing shop
- Put unusable items in the recycle bins
- Contact the Facilities Supervisor when the bins are full so the recycler can come pick up
- Assist guests with emergency clothing requests
- Assist with restocking supplies in Guest Services as needed
- Monitor the men's and women's showers to ensure the guests accessing the showers are authorized
- Ensure that the shower is ready for the next guest to access it once the previous guest has exited
- Ensure towels and washcloths are returned after use
- Cover breaks for fellow team members as needed

Laundry Services

- Ensure towels and wash cloths for guest showers are being cleaned, dried, and folded in a timely manner

- Ensure towels, aprons, and cleaning rags from the kitchen are washed, dried, and folded in a timely manner in their designated washer and dryer to ensure health code standards are met.
- Receive and sign in the guest laundry at the Guest Navigation Booth
- Wash, dry, and fold a designated amount of Guest Laundry
- Return guest laundry to the Guest Navigation Booth for guests to retrieve within 7 days of service

Job Requirements:

- Possess the ability to work effectively with the homeless demographic and deliver and exceed the expectations of a highly demanding clientele.
- Able to professionally interact with guests suffering from mental health and substance abuse issues
- Positive, honest, and energetic work ethic
- Valid Driver's License
- Must be able to communicate clearly with managers, campus personnel, and guests.
- Able to reach, bend, stoop, and frequently lift to 50 pounds.

This job description is a general outline of the position's tasks, duties, and responsibilities. All incumbents are expected to perform other duties as assigned by management or by others authorized by management. We are proud to be an EEO employer M/F/D/V. Thank you for applying for this outstanding opportunity today.

OUR COMPANY ADHERES TO A POLICY OF EMPLOYMENT-AT-WILL, WHICH ALLOWS EITHER PARTY TO TERMINATE THE EMPLOYMENT RELATIONSHIP AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE OR NOTICE.