



Feeding hope. Changing lives.

## Front Desk Worker Job Description

**Department:** Programs  
**Branch:** Hastings Chaplaincy & Outreach  
**Location:** 601 East Hastings, Vancouver  
**Reports to:** Chaplain, Hastings Chaplaincy & Outreach

### Job Summary:

The Front Desk Worker is responsible for greeting and assisting visitors, volunteers, guests, residents, tenants and staff in a courteous and professional manner. This individual handles routine enquiries, directing more complex issues to the appropriate person or department. They also provide general administrative support and assist in ensuring building security is maintained.

The Front Desk Worker acts as a back-up to the Men's Shelter Workers, helping individuals in crisis situations brought about by diverse problems.

### Main Duties and Responsibilities:

- Model Christ in word and deed.
- Greet and assist visitors, volunteers, guests, tenants, suppliers, service providers and clients
- Monitor age, sobriety, and gender of guests coming into the building where appropriate.
- Sign visitors in and out, providing temporary security passes.
- Answer and direct incoming calls (multi-line switchboard).
- Arrange and accept courier deliveries.
- Provide administrative support services, including word processing, filing, preparing reports and other general office duties.
- Maintain a clean and well-organized lobby and reception area.
- Maintain security of building, including monitoring the building security system and contact appropriate individuals if there are any concerns.
- Provide support for Chaplaincy/Outreach/Shelter as needed.
- Assist with the Men's Shelter intake/discharge and perimeter security of facility.
- Assist by referring guests to other services, as required.
- Complete administrative responsibilities (i.e. time log, stories, reports, stats).
- Participate in staff meetings, training and development opportunities.
- Provide support to staff and departments, on an as-and-when required basis.
- Train and support new staff, volunteers and interns.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Perform other duties as assigned.

### Knowledge, Skills and Abilities:

- Agreement with UGM's Mission Statement (see [www.ugm.ca](http://www.ugm.ca)) and Statement of Faith.
- Personal knowledge and experience of the saving work of Jesus Christ.
- Friendly, approachable personality with strong customer service skills.
- Demonstrated ability to deal with difficult situations in a respectful, tactful and diplomatic manner while using good judgment.
- Complete UGM Non-Violent Crisis Intervention Course.

- Ability to set appropriate boundaries with demanding individuals and deal with individuals in crisis in an appropriate manner.
- Willingness and ability to work weekends on a rotational basis.
- Intermediate computer skills (Excel, Word and Outlook).
- Minimum Grade 12 education.
- Class 5 Drivers' License preferred.

### Behavioural Competencies:

- **Adaptability/ Flexibility (Level 2)**  
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Christ-likeness (Level 1)**  
Demonstrate the love of Christ in word and deed by living out the values of the Gospel.
- **Client-Service Orientation (Level 1)**  
Provide service excellence by focusing efforts on discovering and meeting needs within personal, professional, and organizational capacities and boundaries.
- **Effective Communication (Level 1)**  
Provide verbal and written communication that builds trust, respect, and credibility, and includes active listening skills and non-verbal communication.
- **Interpersonal Rapport/Savvy (Level 2)**  
Establish and maintain relationships with others based on mutual respect, trust, sensitivity, transparency, empathy, compassion, tact, and diplomacy.
- **Self-Care (Level 2)**  
Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual, and emotional health.
- **Self-Management (Level 2)**  
Manage emotions and strong feelings while maintaining a calm and tactful demeanour under a broad range of challenging circumstances.
- **Teamwork and Cooperation (Level 1)**  
Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

### Working Conditions:

- **Work Location**  
Work is generally performed indoors, with up to 50% of the time spent outdoors in all types of weather.
- **Physical Requirements**  
Work is generally sedentary in nature, but may require standing, walking or reaching for up to 50% of the time. Employee is required to look at a computer screen and use a keyboard for up to 50% of the time. Must be able to lift up to 35lbs occasionally.
- **Work Conditions**  
Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Occasional environmental exposures to cold, heat, and water. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work**  
This position works a rotation of shifts covering a 24-hour period of time. The shift patterns are: Day: 8am – 4pm; Evening: 4pm - 12am; Overnight: 12am – 8 am. Some work on scheduled days off may be required. Moderate overtime may be required. Working on statutory holidays may be required.
- **Hazards**  
Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients'

lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

**Employee's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_