

# Guest and Facility Support Staff

Shalom Center

## Position Summary

The Guest and Facility Support Staff supports the daily operations of the Shalom Center's Nightly Shelter and Hope Hub by ensuring a safe, welcoming, and well-prepared environment. This position includes shelter setup, guest assistance, and maintaining facility cleanliness in a trauma-informed, client-centered setting.

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## Key Responsibilities

### Shelter Setup & Clean-Up

- Set up and take down cots daily; prepare bedding and sleeping areas.
- Sanitize cots, mats, and sleeping spaces following health and safety guidelines.
- Organize, store, and maintain bedding, linens, and shelter supplies.
- Ensure shelter areas are ready for guest arrival and restored at closing.

### Guest Support

- Welcome guests and assist with check-in procedures.
- Distribute bedding, hygiene items, and basic supplies.
- Provide information, guidance, and support in a calm and respectful manner.
- Help maintain a safe, peaceful environment and follow de-escalation and emergency protocols.

### Facility & Operational Support

- Monitor facility areas for cleanliness, safety, and readiness.
  - Showers
  - Laundry
- Perform cleaning and restocking tasks.
- Report maintenance or safety issues promptly.
- Complete logs, and documentation accurately.

- Communicate effectively with supervisors and team members.
  - Participate in required trainings and team meetings.
  - Perform daily shift duties and complete check list.
  - Other tasks and duties as assigned.
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### **Qualifications**

- High school diploma or equivalent.
  - Basic computer skills
  - Experience in human services, shelter operations, or customer service preferred.
  - Ability to lift and move cots and supplies (approx. 25–50 lbs).
  - Strong communication and interpersonal skills.
  - Ability to remain calm, compassionate, and professional in challenging situations.
  - Reliable, punctual, and able to work independently or as part of a team.
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### **Work Environment**

- Includes standing, walking, bending, and lifting up to 50lb.
  - Evening, overnight, weekend, or holiday shifts may be required.
  - Full time and part time positions.
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