

Front Desk Coordinator- Capuchin Soup Kitchen - Detroit
The Province of St. Joseph of the Capuchin Order

Inspired by the gospel of Jesus and the example of Francis of Assisi, the Capuchin friars of the Province of St. Joseph, together with our partners in ministry, prayerfully build sister-brotherhood in the world. We attend simply and directly to the spiritual and other basic human needs, especially those of the poor and disenfranchised, promoting justice for all.

The Province of St. Joseph of the Capuchin Order, is currently seeking a Front Desk Coordinator for our Capuchin Services Center who will be responsible to greet guests seeking emergency assistance, including scheduling their appointments. Additionally, the Front Desk Coordinator will be responsible to schedule donations from benefactors and weekly truck pick-ups.

Essential Duties and Tasks Include:

- Demonstrate, exemplify and support the Capuchin Charism and Provincial Mission, Vision and Values throughout all professional responsibilities and activities
- Act as the initial contact between guests and the Capuchin Services Center
- Welcome each guest in a professional and courteous manner
- Answer the phone and respond to the immediate need, or direct to the appropriate resource
- Check in guests for a scheduled appointment
- Inform the scheduled Emergency Assistance Worker (EAW) if a guest has been waiting more than 15 minutes
- Schedule next day appointments for guests either from phone calls or in person
- Pre-screen unscheduled guests to determine the timeliness of requested service
- Explain policies and procedures to guests if necessary, or refer guests to EAW for assistance
- Advocate for guests, especially walk-in guests, to Department Manager
- Maintain strict confidentiality of all guest information
- Maintain records of the guests with referrals and inform EAW employees
- Record daily messages from benefactors requesting pick-ups
- Call and schedule appropriate pick-ups with guidance from Operations Manager
- Maintain Regularly scheduled food and clothing truck schedules
- Other duties as assigned

Qualifications: The desired education and experience level for this position are: a High School Diploma, strong customer service and communication skills, strong attention to detail. Experience in administration, and ability to deal successfully with people in stressful situations. Data entry / computer skills required. Ability to follow both written and verbal instructions required. Schedule is M-F, 8:30am through 4:30 pm

Please send letter of interest and resume to: employment@thecapuchins.org . Please include Front Desk Coordinator in the subject line.

Or mail to: Attention: Human Resources
Front Desk Coordinator
The Province of St. Joseph of the Capuchin Order
1820 Mt. Elliott Street
Detroit, MI 48207