

**Bilingual Guest Support Specialist – Full Time**  
**The Province of St. Joseph of the Capuchin Order**  
**Capuchin Soup Kitchen - Services Center**

*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 Guest Support Specialist assists guests with food and clothing by rotating between working at the front desk and receiving guests during intake. This position is responsible for ensuring that guests have access to and receive appropriate amounts of needed items and are received with hospitality

**Essential Duties include:**

- Demonstrate, exemplify and support the Capuchin Charism and Provincial Mission, Vision and Values throughout all professional responsibilities and activities
- When working at the Front Desk, 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 scheduled appointment and ensures they are received in a timely manner
- Schedule Services Center appointments for guests
- Interview guests to determine eligibility and inform them of guidelines for services
- Refer guests for CSK services or outside agencies when necessary
- Refer guests to Case Manager based on identified needs
- Document all guest services and referrals in database
- May assist in other areas of Services Center to support our guests with hospitality
- Comply with Province and ministry policies, procedures, guidelines and standards.
  
- **Qualifications:** High School diploma or GED; Fluent in Spanish; 2 years of experience in customer service or social services OR a combination of experience and education; effective communication, problem solving, interpersonal, organizational, Microsoft Office and data entry skills, ability to travel locally and ability to lift up to 20 pounds, use or learn multiline phone system, able to be welcoming and professional

Hours are 5 days a week, 8:30am – 4:30pm, 40 hours/week

Interested candidates can apply in any of the follow ways:

1. Pick up an application at the Meldrum Soup Kitchen site.  
**Submit letter of interest and resume to:**
2. [employment@thecapuchins.org](mailto:employment@thecapuchins.org) Include Guest Support Specialist in the subject line.
3. Attention: Human Resources  
Pantry/Clothing Worker  
The Province of St. Joseph of the Capuchin Order  
4390 Conner  
Detroit, Michigan 48215