

Front Desk Coordinator
The Province of St. Joseph of the Capuchin Order – Capuchin Soup Kitchen (CSK)

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.

As a member of the Emergency Assistance Team the Front Desk Coordinator will greet guests seeking emergency assistance including scheduling appointments. They will also help the staff of the Services Center by scheduling donations from benefactors.

Responsibilities:

- 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 and assist with flow of guests to EAW team
- Schedule Services Center appointments for guests from phone calls or in person
- Pre-screen unscheduled guests to determine the timeliness of requested service
- Inform guests of guidelines for services
- Coordinate meetings with guests who need to see the Social Work Manager
- Maintain confidential records of the guests with referrals and inform EAW employees
- Record and coordinate with Operations Manager messages from benefactors with in-kind donation questions or pick-up requests.
- Call and schedule appropriate pick-ups with guidance from warehouse staff
- Assist with operations of Services Center as needed to ensure best possible experience for guests
- Assist with Services Center tasks as needed such as stocking shelves or cleaning.
- Comply with Province and ministry policies, procedures, guidelines and standards.

Qualifications: High School Diploma or equivalent, experience in customer service or social services, effective customer service, organizational, verbal and written communication skills, working knowledge of Microsoft Office, ability to maintain confidentiality and follow both verbal and written instructions.

Interested candidates can apply in any of the follow 3 ways:

1. Pick up an application at the Meldrum Soup Kitchen site OR
Submit letter of interest and resume to:
2. employment@thecapuchins.org Include Front Desk Coordinator in the subject line.
(Or)
3. Attention: Human Resources
Re: Front Desk Coordinator
Conner Soup Kitchen
4390 Conner,
Detroit, MI 48215