



Friendship Park Guest Services Coordinator (Full-time)

Monday - Friday 6:45am - 2:45pm

\$19.00 to \$21.00 per hour

Full medical and dental benefits

Friendship Park, a program of Loaves & Fishes, is a daytime hospitality center for homeless men and women. Our programs include guest advocacy/outreach, resource information, breakfast, showers, toiletry/hygiene items and survival gear. Staff works collaboratively to provide compassionate and non-judgmental services to all our guests.

Under the direction of Friendship Park Director and/or supervision of the Assistant Park Director, the Guest Services Coordinator is responsible for various duties and services provided inside Friendship Park, while ensuring the dignity and safety of all who come to Loaves & Fishes.

Position Responsibilities:

- Work in service center and assist with distribution of meal tickets and input data entries
- Work in day storage and assist guests with cell phone charging, bag storage, etc.
- Assist with daily Breakfast Program
- Maintain a positive, compassionate presence at all times (excluding breaks)
- Monitor the park for any possible safety or security issues
- Respond to calls for assistance by other staff and support de-escalation process
- Fairly distribute both donated and purchased items to our guests
- Refill toilet paper and plunge toilets in park restrooms as needed
- Maintain communication with L & F staff through 2-way radios
- Cross-train in other job duties and fill in as needed
- Other duties as assigned

Required Skills and Qualifications:

- Have knowledge of and a commitment to the mission and philosophy of Loaves & Fishes
- Experience with de-escalation techniques preferred
- Ability and willingness to work with individuals experiencing homelessness and crisis including but not limited to mental illness, substance use/abuse, domestic violence, etc.
- Ability to maintain personal and professional boundaries
- Have the ability to be a self-starter and work well both independently and as a team
- Must be able to walk and be on your feet outdoors for long periods of time
- Must be computer literate with basic data entry skills
- Candidate must be detail oriented, possess good written and oral communication skills
- Ability to exhibit a professional and courteous demeanor toward guests, donors, staff, and volunteers.

Physical Requirements:

- Ability to grasp, push, and/or pull objects
- Ability to walk and/or stand outdoors for long periods of time
- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or sometimes continuous basis.
- Ability to lift up to 45 lbs.

To apply please submit resume and cover letter to Human Resources by email: hr@sacloaves.org or by fax to (916) 446-9376.

This position will remain open until filled.

Loaves & Fishes is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.