



JOB DESCRIPTION

Job Title: Hospitality Coordinator (Host/Greeter)

Reports to: Manager of Clinical Support

Revision Date: June 2024

ABOUT BROAD STREET MINISTRY:

Broad Street Ministry is an organization that helps Philadelphians living in deep poverty stabilize their lives through a unique offering of meals and social services that is welcoming to everyone. Our long term vision is not only to meaningfully reduce the trauma and suffering caused by scarcity for Philadelphia's most vulnerable populations, but, along with best-of-class social services and government partners, to break the cycle of poverty, homelessness and hunger in Philadelphia.

POSITION SUMMARY:

The Hospitality Coordinator is the ambassador of hospitality for guests in the building. They act as the liaison between receptionist and concierge team to track appointments, assist guests in navigating resources inside Broad Street Love, and being in-person support for guests while at any service area through a hospitable, professional and warm demeanor. The Hospitality Coordinator provides strategic support to the organizational community and will work closely with our triage receptionist by managing the flow of guest receiving services and supporting guests that need individualized care while accessing our services. This position will be an arm of our clinical services and support with crisis intervention and de-escalation as needed.



DUTIES AND RESPONSIBILITIES:

- Greet with hospitality as they move throughout the space
- Directing guest to their seats and keeping track of concierge appointment order
- Promote and direct guests to special initiatives throughout the building such as music Mondays, bible study, and art programming
- Open, inviting, positive, and warm demeanor
- Encouraged to show hospitality, as in say good morning, inquire person's whereabouts, and warmly direct all persons to all designated service areas
- Follow up with all persons exiting, inquire if they were helped or need help
- Maintain high standards of professionalism which includes attendance, positive demeanor, and rapport with guests, congregants, partners, donors and volunteers
- Manage coordination of appointments for the concierge
- Assist guest with acute resource coordination and troubleshoot needs if time permits
- Informing guests, volunteers, and donors about our services and relevant partnerships
- Communicate and support the flow of daily operations
- Assist in any de-escalation needs in the multi-purpose area
- Input attendance data into Broad Street Ministry's MIS system
- Coordinate with reception/triage to send faxes or make copies for concierge team as needed
- Support as a fill in for program areas that are short on guest facing staff during times of need
- Other duties and responsibilities as assigned

QUALIFICATIONS AND SKILLS:

Detailed-oriented, willing to work in person with general public with proper protective equipment, punctual, organized, reliable, and able to remain calm in high-stress situations, able to communicate clearly and effectively. Able to work respectfully with populations experiencing deep poverty, homelessness, trauma and or returning from institutionalization. Demonstrates ability to problem solve, is a self-starter, strategic thinker, collaborative team member and excellent communicator. Demonstrates appreciation for radical hospitality, and customer service. Is affirming toward guest identity, specifically of those who identify as being part of the LGBTQIA+ community. Demonstrates ability to contribute positively to de-escalation practices. Strong leadership. Ability to see larger picture in terms of operational function and flow of space and needs at the time.



OTHER:

The mission of Broad Street Ministry is to transform our city, our institutions, and ourselves by embracing the individual needs of our most vulnerable sisters and brothers, and by embracing radical hospitality. We believe that the only way to achieve that mission is to have a diverse staff that is representative, at all job levels, of the citizens we serve.

Broad Street Ministry does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, criminal record, or any other status protected under federal, state, or local law. Broad Street Ministry believes that diversity and inclusion among our staff is critical to our success as a community services organization, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.

This position is located at Broad Street Ministry, 315 S. Broad Street. At the discretion of management, this role may be performed part-time, full time, or temporarily in a remote location within the greater Philadelphia region. All remote (and partially remote) employees (permanent or temporary) will occasionally be required to perform work on-site, and all or most orientations will occur on-site.

Hours: Part time 25 hours/ week

Compensation: \$18/hour

Apply with the subject line: Hospitality Coordinator, please send resume and cover letter of how your experiences relates to this position to employment@broadstreetministry