

Full Time, Nonexempt
Reports to Executive Director
40 hours per week, primarily weekdays

Kingsport Homeless Ministry | Grace House

Kingsport Homeless Ministry (KHM) is an ecumenical Christian organization that seeks to address the needs of homeless women and men living in Kingsport, TN. The ministry operates Grace House, a combined 40-bed, low-barrier night shelter and day services center located at 700 E. Sullivan St. in downtown Kingsport.

Position Summary

The Day Center Receptionist plays a critical role in the support of day-to-day operations at Grace House's day services center. Often serving as the first point of contact with day center clients, as well as community members who enter our doors, it is vital that this position represent the organization in a compassionate and professional manner. Areas of primary responsibility include telephone and reception duties, mail, access control, data entry, filing, and organization of the reception area. The Day Center Receptionist works under the guidance of the Executive Director.

Essential Functions

- Monitor access to the day services center, ensuring that only appropriate staff, community partners, clients, and visitors enter the premises.
- Answer incoming phone calls and email inquiries, and direct to the appropriate staff and/or in-house community partners.
- Provide high quality customer service to all day center visitors, while maintaining client confidentiality and connecting visitors to appropriate staff and/or community partners.
- Maintain accurate, detailed, and confidential records, and assist with compiling data for various reports as needed.
- Route outgoing mail to the USPS worker, as well as receive and route incoming mail and packages.
- Respond to clients' requests for basic needs assistance by providing appropriate hygiene items, scheduling in-house laundry services, and providing information about area food and clothing resources available through community partners.
- Oversee the inventory of printed promotional materials, office supplies, and other day center supplies, and notify Shelter Manager of impending needs.

- Provide comfort and support to clients as needed in a compassionate, trauma-informed manner.
- Monitor surveillance equipment for emergency situations or breaches of peace, and notify appropriate staff or security as outlined in KHM/Grace House's safety protocols.
- Ensure the day services center is maintained in a safe, organized, and clean manner, and communicate with staff and/or in-house community partners to maintain cleanliness and organization as an agency.
- Other duties as assigned.

Working Environment

Requires working in an environment with diverse people including persons with mental illness and substance abuse. Requires physical movement, such as standing, sitting, and walking, for extended periods of time. Must be able to visually observe CCTV camera monitors. Requires regular and punctual attendance. May require extended shifts during inclement weather or other emergencies.

Education, Experience, and Skills Required

- High school diploma or equivalent is required. Strong interest in non-profit, social work, human service field, or working with the homeless is a plus.
- Minimum 1 year experience in customer service or administrative office duties is required, with a preference for experience working in a non-profit or human service organization.
- Ability to work collaboratively as part of a team and communicate effectively, both verbally and in writing.
- Comfort with the use of computers, databases, and technology, and ability to complete data entry accurately into various systems.
- Ability to establish and maintain professional boundaries with day center clients and shelter guests.
- Must participate in professional development and staff training as directed.
- Ability to pass a drug screen, criminal background check, and sex offender registry check.

KHM is an equal opportunity employer. We are committed to creating an inclusive and welcoming environment for all employees.