

JOB POSTING
Member Services Assistant
September 28, 2016

Position Reports to: Member Services Coordinator

Ministry with Community (MwC), a Kalamazoo based non-profit whose mission is to empower people to make positive life changes, is seeking a skilled Member Services Assistant to join their team! Ministry with Community serves people (members) experiencing homelessness, poverty, mental illness, addiction and other personal crises. The Member Services Assistant will assist members in accessing all services within the agency, while being proactive in resolving any safety concerns throughout the building.

Essential Functions:

- Assists members, volunteers and donors at the member service desk.
- Establishes working relationships with our members in order to best serve their needs.
- Completes daily stocking and cleaning tasks; assisting with custodial duties as needed.
- Ensures an environment of dignity and respect for all individuals.
- Participates in departmental and organization-wide meetings on a weekly basis.
- Ability to be proactive; to see and deal with potential safety issues before they arise.

Desirable Characteristics/Skills:

- Excellent people skills with diverse populations: approachable, good listener, relates well to all types of people.
- Able to handle stressful and potentially unsafe situations effectively and patiently.
- Demonstrated ability to communicate, both verbally and in writing.
- Understanding and compassion towards people experiencing poverty, substance abuse or mental illness.
- Experience working in a fast-paced environment.
- Excellent conflict management and interpersonal skills.

Qualifications:

- 18 years of age or older.
- Commitment to diversity and customer service.
- At least one year of direct care human service and/or customer service experience.
- Ability to effectively use a computer and Microsoft software.
- Ability to be on one's feet for an extended period of time.

Hours: Part-Time Position, hours will vary during open facility hours 6:30AM-5:30PM, 7days/week
(must be available some weekends and holidays)

Wage: \$8.52/hour

This position requires mandatory drug screening and a background check.

To Apply: Please submit your resume and letter of interest to:
Member Services Coordinator, 500 N Edwards Street, Kalamazoo, MI 49007
or email admin2@ministrywithcommunity.org
Please apply by October 12, 2016

NO PHONE CALLS PLEASE

M/F/D/V
