Program
Job Description

Position Title	**Guest Services Associate**
Supervisor	**Program Director**
Effective Date	**11/01/2026**
Status	**Part-time and Full-time Temporary**

Summary

To assist in filling the purpose and mission of South Oakland Citizens for the Homeless (SOCH) via direct responsibility for maintaining a safe and welcoming environment, implementation of program operations and direct supervision of Welcome Inn guests and facilities.

Essential Functions

- Administers all aspects of supervising Welcome Inn guests such as conducting shelter intakes, property and person searches, assigning beds, monitoring behavior, completing incident reports, ensuring timely documentation, and supervising chore assignments.
- Supervises all guest services including mealtimes, laundry, showers, transportation and other SOCH sponsored activities.
- Serves as the “point of welcome” for all onsite stakeholders including guests, volunteers and donors, monitoring all entrances and exits.
- Establishes and maintains good working relationships with other service providers and on-site partners as assigned.
- Responsible for maintaining the cleanliness of the facilities via supervising guests and/or doing the work.
- Act as point of contact for notifying management, emergency services or law enforcement, when necessary, in accordance with shelter policies and procedures.
- Ensures compliance of Welcome Inn guidelines and expectations consistently, fairly and respectfully while maintaining professional boundaries.
- Maintains confidentiality at all times relating to guest files, service and call logs, shift logs and guest belongings.
- Washes house laundry as needed.
- Ensures proper implementation and use of SOCH policies and operating procedures.
- Participates in all staff meetings and works to protect the reputation of the organization.

- Attends SOCH sponsored meetings and events as designated by the supervisor.
- Assists other departmental work as required. Maintains open and effective communication with all staff and volunteers.
- Welcome, supervise, and nurture the investment of volunteers.
- Perform additional duties as assigned by the supervisor.

Education and Experience

- High school diploma or GED is required.
- Prior experience in direct service work is preferred.

Skills and Abilities

- Ability to administer the organization's programs, to institute and interpret the program policies and procedures.
- Ability to establish and maintain effective working relations with peers, volunteers, Welcome Inn guests, and the public.
- Ability to present ideas clearly and concisely, both orally and in writing.
- Ability to relate to people from diverse backgrounds.
- High personal integrity.
- Effective problem-solving, deescalation, and conflict-resolution skills.
- Basic computer skills (word processing and email) and smartphone technology are required.

Physical

- Sitting or standing for long periods of time to perform job functions.
- Manipulate, handle, feel and control items or equipment.
- Communicate effectively orally and in writing.
- Ability to read, write, and interpret written documents.
- Occasionally lift and move objects weighing up to 40 pounds.
- Valid driver's license and a willingness to secure a chauffeur license.

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Employee Signature Date