Guest Experience Specialist

Job Summary:

- The Guest Experiences Coordinator is the first face and voice of The CARE Center, often the very first person a family meets on what may be the hardest days of their lives. This role is fundamentally about hospitality: creating a warm, calm, and safe first impression for children and families navigating trauma, while also ensuring smooth day-to-day operations at the front of the house. This position is also responsible for greeting, assisting, and providing direction and information to partners, volunteers, visitors, and other guests of The CARE Center. This position reports to the Guest Experience and Advocacy Manager.

Duties/Responsibilities:

Hospitality & Client Care

- Greets every client, partner, visitor, and guest with warmth, patience, and genuine care, recognizing that many guests arrive frightened, grieving, or in crisis.
- Creates a calm, welcoming atmosphere in waiting and client spaces – attentive to tone, body language, and the needs of children and caregivers alike.
- Keeps client spaces clean, stocked, and comfortable – snacks, water, tissues, and other comfort items on hand and refreshed.
- Notices and responds to unspoken needs: a child who needs a distraction, a caregiver who needs a quiet moment, a family who needs a translator.
- Serves as a steady, reassuring presence during high-stress or crisis moments, without becoming visibly rattled.

Front Desk & Administrative Support

- Determines the purpose of each visit and directs or escorts guests to the appropriate location.
- Answers and directs phone calls, taking complete and accurate messages.
- Receives and distributes mail, documents, packages, and courier deliveries.
- Performs data entry and recordkeeping.
- Performs other administrative duties as needed.

Required Skills/Abilities

- A genuine passion for helping people, especially those experiencing trauma or crisis – this is a “heart for the mission” role first, and an administrative role second.
- Warm, welcoming, unflappable demeanor; excellent verbal communication skills.
- Bilingual (Spanish/English) strongly preferred.
- Strong cultural competence and sensitivity working with diverse families and multi-agency partners.
- Basic understanding of administrative and clerical procedures and systems.
- Proficient with Microsoft Office Suite and other software.
- Comfortable multi-tasking in a fast-paced, emotionally sensitive environment.
- Sound judgement and the ability to stay calm and grounded in a crisis.
- Flexible, positive, team-oriented, and self-directed.

Education and Experience:

- Minimum: High School Diploma.
- Experience in customer service, hospitality, or nonprofits strongly preferred.
- Bilingual Spanish/English fluency strongly preferred.
- Experience working with multi-agency organizations preferred.
- Must pass a nationwide background check.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

The above noted job description is not intended to describe, in detail, the variety of tasks that may be assigned but rather to give the incumbent a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

I acknowledge that this job description serves only as a guideline for the duties required of my position, and that job duties are subject to change, as the organization deems

necessary. I understand and accept that these are the responsibilities and requirements of the position.

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Employee Signature Date