



**The Institute for Human Services**  
Ending the Cycle of Homelessness

# Guest Services Assistant

**Job Type:** Part-Time

## Responsibilities

Responsible for facilitating the safety of the environment and welfare of IHS guests, visitors and volunteers. Maintains the cleanliness of shelter, adhere to and help others understand IHS policies and procedures. Provide caring and timely assistance for all guests while treating them with respect and dignity. Guest Services Assistants will document daily, supervise in-house and community volunteers and provide support to other programs when needed.

## Requirements

Available to work a flexible schedule that includes evenings, weekends, and/or overnight shifts. Able to multi-task, work independently and exercise good judgment. Can communicate with diverse populations of varying comprehension levels. Possess good written communication and basic computer skills to ensure accurate and timely documentation. Have at least 1 year experience in providing excellent customer relations, homeless services, conflict resolution and crisis prevention and response. Knowledge or training in Human Services, CPR/First Aid/AED preferred. High School diploma or equivalent required.

For questions, please email [HumanResources@IHSHawaii.org](mailto:HumanResources@IHSHawaii.org).