



Hospitality Specialist

Scope & Purpose

The Hospitality Specialist plays a vital role in supporting the mission of Mobile Loaves & Fishes by extending hospitality to every individual who enters our Headquarters building. This position serves as the first point of contact for guests with professionalism, answering phone calls, greeting visitors, and directing them to their appointments. This position will also help steward the Headquarters space by managing office supplies, receiving and distributing mail, submitting maintenance requests, and assisting with various administrative tasks as needed.

This is a full-time, non-exempt position reporting to the Events and Hospitality Manager. Due to the nature and requirements of the position, hours are flexible to fit need, but typically include 8 am-5 pm Monday-Friday. Some nights and weekends may be required. The Hospitality Specialist will office at Community First! Village located at 9116 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

- **Guest + Neighbor Reception**
 - Receive guests and demonstrate hospitality to everyone that enters the building by providing information, resources and additional support
 - Serve as the main point of contact for visitors and neighbors coming for appointments with staff at Headquarters
 - Answer phone calls to the organization's main phone line with professionalism and care
 - Monitor staff calendars to effectively direct guests to the appropriate person or meeting space
- **Space Steward**
 - Oversee and restock supplies for the office, kitchen, break rooms, conference spaces, bathrooms, and other spaces as assigned
 - Submit and track maintenance requests on behalf of staff, ensuring timely follow-up
 - Act as the primary contact for janitorial and facilities-related questions at the Headquarters building
 - Provide support for conference room technology, becoming the go-to expert for setup and troubleshooting
 - Reconcile credit card expenses with the Accounting team
 - Provide décor recommendations for conference rooms and shared office spaces
 - Develop and maintain clear documentation for all reception and hospitality-related processes
- **Packages + Mail**
 - Manage entire mail distribution process for the various office buildings on property including USPS mailboxes and designated package centers
 - Coordinate outgoing mail on behalf of staff to ensure timely delivery
 - Collaborate regularly with other receptionists across our properties
- **Event Participation**
 - Participate in a backup assistant capacity for Mobile Loaves & Fishes events
 - Setup and prepare the event space for our organization-wide staff meetings and other gatherings
 - Coordinate food deliveries and related logistics for meetings and events
- Other Duties & Responsibilities as needed

Knowledge, Skills, Abilities & Principles

- MLF is a faith-based organization whose ideals and philosophy come directly from the Gospel of Jesus Christ. As an organization, we strive to reflect this precept in our communications, both internally and externally.
- Commitment to serving those who have experienced homelessness and personal alignment with MLF's vision, mission, core values, and goals.
- 3-5 years of experience in hospitality and/or customer service roles
- Prior experience in an office or administrative setting
- Strong organizational, interpersonal and communication skills, with a high level of emotional intelligence and cultural competence.
- Proficiency in Microsoft 365 and property management software.
- Highly organized and detail-oriented, with strong time management skills.
- A collaborative spirit with the ability to work independently and as part of a team.
- Skilled in conflict resolution and fostering positive relationships.
- Ability to be trained and provide support of technology equipment to others
- Demonstrates strong ability to multi-task and be proactive in and outside of their given duties
- Must have a valid driver's license

Work Environment & Physical Demands

- Ability to move about all phases of Community First! Village
- Ability to drive a golf cart
- Ability to work in an office setting
- Ability to lift 50 pounds

MLF PURPOSE & VISION

We empower communities into a lifestyle of service with the homeless.

MLF MISSION

We provide food and clothing, cultivate community, and promote dignity to our homeless brothers and sisters in need.

GOALS

- Transform the way people view the stereotype of those who find themselves homeless
- Reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- Connect human to human, heart to heart through the fellowship of food and hospitality
- Inspire people into a lifestyle of abundance by giving their best first

BELIEF STATEMENTS

The vision is supported by belief statements centered on our belief that homelessness is the result of a profound, catastrophic loss of family:

- God, infinitely perfect and blessed in himself, in a plan of sheer goodness freely created man to make him share in his own blessed life
- By virtue of being created by God in His image, we are all called to live in community and relationship with Him through each other
- The family is the original cell of social life

- You shall love your neighbor as yourself
- All members of the human family are equal in dignity
- The Lord God took the man and settled him in the Garden of Eden to cultivate and care for it. Gen 2:15

CORE VALUES

MLF is committed to fostering a culture that prioritizes relational connection. We believe there is opportunity in every aspect of our work to be relational in a highly transactional world. In this culture, transactions are means to relational ends, not the other way around.

This begins with the countercultural love poured out by Jesus Christ and grows as imperfect individuals strive to show this love to each other human-to-human, heart-to-heart.

Each individual's openness to the journey of their own personal growth is essential in building our relational culture, and we believe this culture flourishes as we each continuously strive to more fully embody these four core values:

- **Faith:** We define Faith as the foundational belief that our world and all our work belong to God. This allows us to engage our work with joy and lightheartedness, knowing that we are not ultimately in control.
- **Humility:** We define Humility as rightly viewing oneself as a single piece of a grander story. This humility leads to a view of oneself that is neither too high nor too low.
- **Generous Spirit:** We define a Generous Spirit as a readiness to give more grace, mercy, and hospitality than is necessary or expected. This posture allows us to see others for who they are, not what they do.
- **Integrity:** We define Integrity as a wholehearted commitment to doing right by God, ourselves, and others. This wholeheartedness shows itself in consistently choosing honesty, responsibility and ownership in all actions and decisions.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

MLF is committed to creating a diverse environment and is proud to be an equal opportunity employer. Personnel are chosen based on ability without regard to race, color, religion, sex, national origin, genetics, disability, marital status, or sexual orientation in accordance with federal and state law.