



## **HOSPITALITY & SECURITY SPECIALIST**

**About the agency.** Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program serving individuals impacted by domestic violence and facilitating an intervention and education program to people who use abuse. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values. In addition, the principles of the Sanctuary Model (a model for prioritizing victims' needs and promoting safety and recovery from adversity) and continuous improvement infuse all aspects of the organization.

**About the role.** As a Hospitality & Security Specialist, you will staff WC&S' Hospitality & Security Office, with a particular focus on safety and friendly interactions with all clients, residents, staff, and visitors. This role provides you with the opportunity to showcase your administrative, organizational, and interpersonal skills, and the ability to contribute to the organization's mission in a variety of ways. If you are comfortable working independently and as a team member, resourceful and flexible, and are passionate about working with populations experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

### **Here's what you will do:**

- Consistently staff the Hospitality & Security Office, prioritizing safety, as well as friendly and helpful hospitality in all client, visitor, and staff interactions
- Coordinate with the Residential Team on the transportation and visitor scheduling needs of residents
- Communicate and case manage resident concerns and safety issues with the Residential Team
- Participate in the Residential team's management and team meetings
- Monitor building and resident security through control of doors, alarms, surveillance, and in the initiation of security procedures and safety alerts
- Maintain strict confidentiality of clients, residents, and location; follow and adhere to all safety protocols listed in the Safety Quick Guide
- Administers visitor and resident sign-in/sign-out procedures
- Maintain a secure, welcoming, clean, and clutter-free environment for all clients, visitors, and staff in the vestibule, waiting area, and front office
- Greet and engage visitors and residents in alignment with the Sanctuary Model
- Maintain a professional appearance; utilize proper etiquette and client/customer service
- This position requires being available 30 hours per week, on Tuesdays, Wednesdays, & Thursdays, from 8:00am to 6:00pm
- Perform other duties as assigned by supervisor



**Here's what we are looking for:**

- High school diploma/GED required
- Extremely strong administrative, organizational, and client/customer service skills required
- Ability to work independently and as a team member
- Ability to take the lead, as needed, on safety issues presented in the Hospitality & Security Office
- Ability to be resourceful and flexible
- Effective verbal, written, and interpersonal communication skills
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamics, culturally specific issues, and child abuse and neglect
- Ability to establish healthy boundaries, trust, respect, and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce and Teams strongly preferred
- Desire to work in an organization committed to accepting every individual's history and perspectives
- Act 33/34 and FBI Clearances required

**Compensation:** \$18.00/hour

**About the benefits.** WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination or harassment on the basis of race, color, religion, sex (including pregnancy, gender identity or gender expression, and sexual orientation), national origin, ancestry, place of birth, hairstyle, age, disability, using guide or support animals for a disability, genetic information (including family medical history), familial status, citizenship status, military service, or any other characteristic protected by law. We are committed to providing an inclusive and welcoming environment for all.

**TO APPLY:**

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line "Hospitality & Security Specialist" to [careers@wcspittsburgh.org](mailto:careers@wcspittsburgh.org).