



Guest Services Coordinator

Part-Time | Approximately 25 Hours/Week | Sheboygan County, WI

Reports to: Director of Programs

Health Insurance: Not currently offered

Join Our Team!

The Sheboygan County Warming Center (SCWC) is looking for a compassionate, dependable, and team-oriented Guest Services Coordinator to help create a safe, welcoming, and respectful environment for adults experiencing homelessness.

This is a hands-on, guest-facing position for someone who enjoys building relationships, helping people navigate challenges, and connecting individuals with community resources.

What You'll Do

- Welcome guests and provide excellent, respectful customer service.
- Assist with daily guest check-in and Warming Center services.
- Help guests access meals, clothing, showers, hygiene supplies, laundry, and other resources.
- Build positive relationships while maintaining appropriate professional boundaries.
- Connect guests with housing, employment, transportation, benefits, and other community resources.
- Assist with referrals, appointments, applications, and other practical needs.
- Support guest activities, educational opportunities, and community programming.
- Help maintain a clean, organized, safe, and welcoming environment.
- Respond to challenging situations using compassion and de-escalation skills.
- Document guest services, referrals, incidents, and other information accurately.
- Work closely with the Director of Programs, Operations Manager, staff, volunteers, and community partners.

What We're Looking For

Required:

- High school diploma or equivalent.
- Experience working with the public, nonprofit organizations, human services, hospitality, customer service, or a related field.
- Excellent communication and interpersonal skills.
- Ability to remain calm and professional in challenging situations.
- Strong organizational skills and attention to detail.
- Ability to maintain confidentiality and professional boundaries.

- Basic computer skills.
- Ability to work evenings, weekends, and holidays as scheduled.
- Ability to embrace change and adapt to the evolving needs of programs, participants, and the organization.

Preferred:

- Experience working with individuals experiencing homelessness.
- Experience in a shelter, warming center, community center, or human services setting.
- Experience with case management or resource navigation.
- Training in trauma-informed care, de-escalation, Mental Health First Aid, CPR/First Aid, or Narcan.

The Person We're Looking For

You are someone who:

Builds relationships – You treat everyone with dignity and respect.

Leads with compassion – You understand that everyone has a story and deserves to be treated with kindness.

Finds solutions – You help people identify resources and take the next step toward stability.

Communicates well – You can listen, set boundaries, and navigate difficult conversations.

Stays calm under pressure – You can handle unexpected situations while remaining professional.

Works as a team – You understand that serving our guests is a team effort.

Our Mission

The Sheboygan County Warming Center provides a safe, welcoming, low-barrier environment for adults experiencing homelessness. We meet immediate needs while connecting guests with resources, relationships, and opportunities that support a path toward greater stability and permanent housing.

Interested in Joining Us?

Please submit a resume and cover letter to:

Sheboygan County Warming Center

Email: lyric.glynn@scwarmingcenter.org

Come be part of a team making a difference in our community.