



JOB DESCRIPTION

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| Job Title: | Mail and ID Program Coordinator (Full Time) |
| Reports to: | Mail and ID Program Manager |
| Revision Date: | July 2022 |
| Salary Range: | \$38k-40k |

ABOUT BROAD STREET MINISTRY:

Broad Street Ministry is an organization that helps Philadelphians living in deep poverty stabilize their lives through a unique offering of meals and social services that is welcoming to everyone. Our long term vision is not only to meaningfully reduce the trauma and suffering caused by scarcity for Philadelphia's most vulnerable populations, but, along with best-of-class social services and government partners, to break the cycle of poverty, homelessness and hunger in Philadelphia.

POSITION SUMMARY:

The Broad Street Ministry Mail and ID Coordinator will be responsible for working closely with Broad Street Ministry guests seeking to establish a mailing address, access an existing mailing address and or accessing our Identification program (PA ID and PA Birth Certificate). The Mail and ID Coordinator welcomes and supports guests and volunteers from both ends of the economic spectrum to have a safe, supportive and welcoming experience while attending mail or ID services. Mail and ID Coordinator will also record appropriate data, support with receiving, filing and organizing incoming and outgoing mail.

DUTIES AND RESPONSIBILITIES:

- Assist with daily Mail and ID program operations including counting and stamping incoming mail, sorting and filing incoming mail, answering phones or returning voice messages related to the Mail and ID program
- Be available on the floor of the mail area during scheduled hours
- Assist guests in signing up for a mailing address, understanding Broad Street Ministry's role and responsibilities and guests' role in having an active mailing address with us.
- Assist guests in applying for PA State Identification or other related programs?



- Maintain relevant records associated with the mail including but not limited to delivery logs, sign in logs, organizing new folders for new guests, entering relevant data into data tracking system, and support with the implementation of any new data tracking systems
- Assist guests in accessing mail slots, answering questions or directing guests toward appropriate departments
- Demonstrating radical hospitality in interactions with guests, volunteers, and other staff members
- Orient, instruct and direct a rotating staff of volunteers who assist in mail filing and distribution
- Update data of guests in google docs/excel or other data management systems
- Issue proof of address letters to enrolled mail service participants as requested
- Be available to guests of the mail service from 11:30AM-3PM Monday through Friday, answering questions about mail program and identification applications and processes
- Assisting with the development and implementation of evaluations that broaden BSM understanding of the impact of ID obtainment on guests access to resources
- Practice De-escalation or support in de-escalation efforts as needed
- Other duties and responsibilities as assigned.

QUALIFICATIONS AND SKILLS:

Detail-oriented, punctual, reliable, proficient in MS Office Suite, Excel, able to maintain calm in high-stress situations, able to communicate clearly and effectively, and able to work respectfully with populations experiencing deep poverty, food and housing insecurity, marginalization and trauma. Training will be provided for all job duties.

OTHER:

The mission of Broad Street Ministry is to transform our city, our institutions, and ourselves by embracing the individual needs of our most vulnerable sisters and brothers, and by embracing



radical hospitality. We believe that the only way to achieve that mission is to have a diverse staff that is representative, at all job levels, of the citizens we serve.

Broad Street Ministry does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, criminal record, or any other status protected under federal, state, or local law. Broad Street Ministry believes that diversity and inclusion among our staff is critical to our success as a community services organization, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.

This position is located at Broad Street Ministry, 315 S. Broad Street. This role will be performed exclusively onsite, full time.

Salary Range:. The successful candidate will receive a competitive compensation package that includes: medical, dental, and vision, 401(k) retirement plan, paid holidays and PTO.

To apply for this position, please send your resume, salary requirements, and cover letter to: employment@broadstreetministry.org. Indicate "Full time Mail and ID Coordinator" in the subject line of your email.