

Midland's Open Door Job Description

The life-transforming power of the gospel of Christ calls us to walk with the homeless, hungry and hurting, modeling God's love through biblical hospitality and supportive services.

Position Title	Director of Operations and Partnership Engagement
Supervisor	Executive Director
Effective Date	06/10/2024
Status	Full-time

Summary

To assist in fulfilling the purpose/mission of Midland's Open Door (MOD) by overseeing the day-to-day functional activities of the non-profit, mitigating costs, ensuring strategic identification and stewardship of resources including financial contributions, gift-in-kind donations, and volunteers, working closely with the MOD leadership team, and maintaining financial accountability with the Treasurer.

Essential Functions

Operations

1. Serve as a multifaceted generalist/project manager, achieving operational outcomes by collaborating with a broad range of subject matter expert volunteers and reframing organizational challenges as opportunities for partnership and meaningful involvement.
2. Manage maintenance of all MOD facilities, directly supervising the Facilities Technician, consulting vendors, and utilizing volunteers.
3. Oversee safety and security equipment (alarms, security cameras, keys, IT, etc.) and procedures at all MOD properties.
4. Inventory and manage maintenance for MOD equipment (electronic equipment, automobiles, kitchen equipment, lawn equipment, etc.)
5. Manage purchasing and in-kind data collection in cooperation with the treasurer.
6. Directly supervise the Food Service Coordinator and soup kitchen operations.
7. Oversee the clothing program in cooperation with the lead clothing volunteer.
8. Oversee the bike program in cooperation with the men's shelter staff.
9. Utilize or share gift-in-kind donations to foster community engagement and goodwill.
10. Foster a culture of continuous improvement by working with the Administrative Coordinator to identify and implement process improvements and best practices in safety, security, human resources, information technology, and compliance requirements.

Partnership Engagement

1. Strategically develop and cultivate relationships with businesses, non-profits, churches, organizations, and individuals, serving as an ambassador in the community for the organization and the gospel, and encouraging greater involvement with MOD.
2. Strategically collaborate with MOD leadership to interweave, lead, and include volunteers while being sensitive to and minimizing negative impact on the Shelter and Food Service programs.

3. Volunteer Recruitment: Promote community interest in volunteer services. In conjunction with the Administrative Coordinator,
 - a. accept phone and personal inquiries relating to volunteer opportunities.
 - b. Provide and/or coordinate tours for groups and individuals desiring to learn about the ministry.
 - c. Plan and coordinate a continuous program of volunteer recruitment.
 - d. Interview prospective volunteers.
4. Volunteer Engagement: welcome, supervise and nurture the investment of volunteers at MOD.
5. Have an overall working knowledge of the philosophy, policy, program and development of MOD in order to promote the ministry and help accomplish organizational goals.
6. Work to protect the reputation of the ministry and dignity of the guests in all events.
7. Attend MOD sponsored meetings and events, including religious activities, as directed.
8. Position will require some travel to other facilities and/or special events.
9. Must be able to work flexible hours to support services for emergencies, special projects or events that are held in the evening or on the weekend.
10. Participate in Sunday shelter rotation and supports the ministry through shelter coverage as needed.
11. Perform other duties as assigned.

Qualifications

- Must provide a clear biblical testimony of a personal experience of receiving, by faith, the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13; Ephesians 4:20-32; Philippians 1:9-11, 3:7-11).
- Actively seek the unity of believers.
- Christian maturity and a member in good standing of a Christ-centered church.
- Display compassion for hurting people, regardless of the person's background.

Education and experience

- Must have a bachelor's degree and 3-5 years of operations management, within a ministry setting preferred. Management experience is required.

Skills and Abilities

- Highly organized and detail oriented with a strong aptitude in prioritizing and accomplishing time-sensitive tasks.
- Ability to effectively manage multiple projects and prioritize competing demands.
- Excellent interpersonal and verbal communication skills.
- Ability to work harmoniously and creatively with all levels of ministry staff and volunteers.
- Proficient in Microsoft office products (Outlook, Word, Publisher and Excel).
- Must be able to maintain a high level of confidentiality.

Physical

- Sitting or standing for long periods of time to perform job functions.
- Manipulate, handle, feel and control items or equipment.
- Ability to read, write and interpret written documents.
- Occasionally lift and move objects weighing up to 40 pounds.

Employee Signature

Date