

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
Supervisor	Executive Director
Effective Date	06/18/2026
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 ministry, fostering a culture of continuous improvement by identifying and implementing process improvements and best practices in finances, human resources, information technology, and compliance requirements.

Essential Functions

Finances

1. Develop and enforce internal controls to prevent fraud, mismanagement, or financial risks and ensure financial accountability, transparency, and integrity.
2. Assist in developing and managing the shelter's budget in coordination with the Executive Director and finance committee.
3. Monitor expenditures and optimize cost-effectiveness while ensuring service quality.
4. Collaborate with the finance team to track expenses, manage cash flow, and ensure budget adherence.
5. Oversee financial reporting, including grant compliance and donor fund allocation.
6. Work with external accountants or auditors to ensure compliance with financial regulations.

Human Resources

1. Oversee recruitment, hiring, onboarding, performance management, and development of staff and volunteers.
2. Develop and implement HR policies that align with nonprofit best practices and legal requirements.
3. Manage payroll, benefits administration, and employee relations.

Technology

1. Maintain and oversee shelter management software, donor database software, and IT infrastructure.
2. Ensure data security and compliance with privacy regulations.
3. Identify technology needs and oversee implementation of new systems to improve efficiency.

Compliance

1. Ensure ministry operations comply with local, state, and federal regulations.
2. Maintain records and documentation for audits, inspections, and grant reporting.
3. Oversee safety protocols, emergency preparedness plans, and workplace risk management.
4. Monitor adherence to labor laws, financial policies, and nonprofit governance standards.

Facility & Operational Oversight

1. Oversee facility maintenance, cleanliness, and security measures.
2. Oversee vendor relationships for facility needs, including repairs, supplies, and services.
3. Oversee procurement of resources, ensuring efficient inventory management.

Other

1. Attend MOD sponsored meetings and events, including religious activities, as directed.
2. Position may require some travel to other facilities and/or special events.
3. Participate in Sunday shelter rotation and supports the ministry through shelter coverage as needed.
4. 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).
- Active membership in a Christ-centered church and commitment to Christian maturity and the unity of believers.
- Display compassion for hurting people, regardless of the person's background.

Education and experience

- Must have a bachelor's degree and 3-5 year's experience in operations or administration, preferably in a ministry setting. Management experience is required.

Skills and Abilities

- Highly organized and detail oriented with the ability to effectively manage multiple projects and prioritize competing demands.
- Excellent interpersonal and verbal communication skills.
- Strong leadership and problem-solving skills.
- Experience with budgeting, financial management, and grant reporting.
- Knowledge of HR best practices and compliance.
- Proficient in Microsoft office products (Outlook, Word, Publisher, and Excel).
- Ability to work harmoniously and creatively with all levels of ministry staff and volunteers.
- Must be able to maintain a high level of confidentiality.

Physical

- Sitting or standing for long periods of time to perform job functions, and able to climb stairs.
- Manipulate, handle, feel and control items or equipment.
- Ability to read, write and interpret written documents.
- Occasionally lift and move objects weighing up to 30 pounds.

Employee Signature

Date