SCOPE AND PURPOSE
The Community Inn Manager will be responsible for overseeing the operations of the Inn, with a focus on empowering individuals into a lifestyle of service with the homeless through their interaction with the Inn, as well as working to create dignified work and income for Community First! (CFI) neighbors. The Inn Manager will steward the guest & volunteer experience, and will create new opportunities to expand Inn operations.

Due to the fact that the Inn is a 7-day-a-week operation, the Inn Manager must work with the Innkeeper to respond to guest needs expeditiously and create a system whereby these issues can be handled in the absence of a staff member. This is a full-time, exempt position. The Inn Manager will office at Community First! Village located at 9301 Hog Eye Rd, Austin, TX 78724.

Please email resume and cover letter to hr@mlf.org.

DUTIES AND RESPONSIBILITIES

- Oversee Inn operations and develop systems to continually improve efficiency of the Inn
- Explore innovative marketing and outreach strategies to increase monthly occupancy rates and revenue
- Perform data/trend analysis from our various reservation systems, and make recommendations for improvements based on findings
- Manage reservations systems and booking software, including keeping listings up to date across all platforms
- Lead and mentor the Community Inn team, including staff, resident contractors and volunteers
- Work strategically to continually improve guest reservation process and guest experience
- Develop and steward volunteer service assignments, including group and recurring volunteers, working closely with the Volunteer Coordinator
- Oversee landscaping contractors and volunteers in order to continuously offer a beautiful and welcoming entrance to the Inn and Community First! Village
- Work closely with MLF staff to plan and host special events when Inn accommodations are needed, including coordinating large group reservations
- Oversee expansion of the Inn, to include renovations and decorating of new units
- Maintain function and quality of furniture and fixtures in all Inn units
- Develop a system with the Innkeeper for recruiting and training housekeeping contractors
- Develop a process and procedure to ensure detailed and thorough cleaning of all units
- Oversee laundry service strategy to ensure efficiency & quality
- Work closely with the Communications Team on developing Inn outreach, marketing and property signage requirements, and ensure that the website stays up to date
- Promote a culture of high performance, goal achievement and a commitment to quality by implementing and leading a continuous quality improvement process within the Inn
- Promote regular and ongoing opportunities for volunteers, staff and contractors to give feedback on Inn operations
- Develop and work within a prescribed Inn budget
- Communicate MLF’s mission, vision, strategy, values and goals with external groups
- Submit invoices, contracts, credit card receipts, check requests and reimbursement requests in accordance with MLF’s accounting policies and procedures
- Stay up to date on safety policies and procedures
- Demonstrate entrepreneurial spirit: enthusiasm and passion, question how things can be done better, optimistic about all possibilities, take calculated risks and recognize that execution is paramount (Erlichman)
- Ensure that all program activities operate consistently and ethically within MLF’s mission and values and in accordance with MLF policies and procedures
- Attend Monday morning staff meetings and all other MLF meetings deemed necessary
- Perform other miscellaneous duties as necessary to fulfill the mission & vision of MLF

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED
- A strong belief in the vision, mission, core values, and goals of MLF. MLF is a faith-based organization with its ideals and philosophy coming directly from the Gospel of Jesus Christ
- Advocate for the homeless and working poor
- Solid educational background including an undergraduate degree
- Has experience managing a team within a small business
- Possesses a strong aesthetic sensibility and the ability to create a warm and welcoming environment
- Demonstrates integrity, strives for excellence, and has experience leading others to new levels of effectiveness
- Builds relationships and engages community partners
- Ability to teach and mentor others and give guidance with a collaborative leadership style
- Presents self and organization to the community in a positive, sincere and professional manner
- Able to communicate Inn operational data to Board of Directors and MLF staff
- Able to remain poised under pressure
- Proficient in the use of technology, including home sharing, marketing platforms, Microsoft Word and Excel, Google Mail and Drive, and Dropbox
- Innovative and strategic thinker, with a track record for translating strategic thinking into action plans and output
- Eager to take initiative and ownership of projects
- Able to make decisions and manage projects in a changing and fast-paced environment, anticipating future needs
- Have a valid driver’s license, current liability insurance and reliable transportation
- Able to submit to and pass a criminal record background test and drug screen
MLF PURPOSE/VISION
We empower communities into a lifestyle of service with the homeless.

MLF MISSION
We provide food and clothing, cultivate community and promote dignity to our homeless brothers and sisters in need.

CORE VALUES
The vision is supported by core values centered on our belief that homelessness is the result of a profound catastrophic loss of family:

- God, infinitely perfect and blessed in himself, in a plan of sheer goodness freely created man to make him share in his own blessed life
- By virtue of being created by God in His image, we are all called to live in community and relationship with Him through each other
- The family is the original cell of social life
- You shall love your neighbor as yourself
- All members of the human family are equal in dignity
- The Lord God took the man and settled him in the Garden of Eden to cultivate and care for it.
  Gen 2:15

GOALS
- Transform the way people view the stereotype of those who find themselves homeless
- To reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- To connect human to human, heart to heart through the fellowship of food and hospitality
- Inspire people into a lifestyle of abundance by offering their best first

GUIDING PRINCIPLES
These Guiding Principles are the basis upon which MLF team members make decisions, plan strategies, and interact with each other and our community. The principles define the kind of leaders we are striving to be.

| Yes, and…Positive Attitude | ・ Looks for the positive in any situation  
  ・ Begins with yes, and looks for positive possibilities from a proposed idea  
  ・ Has a generally positive attitude |
|----------------------------|---------------------------------|
| Semper Gumby (flexible/adaptable) | ・ Adapts to big & small change well  
  ・ Can formulate alternative plans when things change  
  ・ Is teachable (learns from others) and willing to change |
| Relational | Develops numerous strong relationships with staff, neighbors & volunteers  
|           | Shows humility in his/her servant leadership  
|           | Looks for the good in others. Assumes the best in others’ intentions  
|           | Treats others with love & respect, including when talking about them to others  
|           | Works to resolve conflict with others, goes directly to the person |
| Team Player | Puts MLF above himself/herself and his or her program  
|           | Depends on others to help with solutions  
|           | Brings strengths of the team together |
| Communicator | Keeps others informed of things going on in their program  
|           | Communicates effectively to staff, neighbors & volunteers  
|           | Resolves conflict well & in a timely manner |
| Multiplier | Delegates effectively to staff, contractors & volunteers  
|           | Invests in developing staff, contractors & volunteers  
|           | Empowers staff, contractors & volunteers so that their talents & ideas are unleashed |
| Good Steward | Stewards MLF physical resources (money, land, equipment, etc.) well  
|           | Stewards MLF human resources well (staff, volunteers, donors, neighbors, & board)  
|           | Takes care of one self physically, mentally, emotionally & spiritually |
| Dependable/Accountable | Sets reasonable deadlines & meets them consistently  
|           | Keeps others informed if they won’t meet a deadline  
|           | Comes on time & prepared for meetings |

**COMPENSATION**
This is an outstanding opportunity to lead a highly-effective nonprofit’s program area. The compensation package will include salary, health, life, 401k and paid time off benefits. MLF is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.