



Senior Manager of Site Operations

Scope & Purpose

The Senior Manager of Site Operations is a vital role responsible for directing the care and stewardship of all homes, buildings, and grounds at Community First! Village (CFV), a permanent supportive housing community for formerly chronically homeless individuals. CFV currently includes over 600 homes and 100,000 square feet of staff and community buildings spread across 102 acres on two adjacent sites. Over the next several years, CFV will grow to 1,800 homes and 200,000 square feet of buildings spread across 178 acres on three separate sites.

This role oversees teams responsible for the maintenance and warranty management of homes, public buildings, and grounds through the entirety of their lifecycle, ensuring that facilities meet the operational needs of Mobile Loaves & Fishes' neighbors and staff. The Senior Manager will also collaborate closely with the Site Development and Construction teams to ensure smooth turnover of newly completed homes and buildings. The individual in this role will be highly motivated, deeply called to this work, and bring a strong, collaborative working style.

This is a full-time, exempt position reporting to the Senior Director of Site Operations. Due to the nature and requirements of the position, hours are flexible to fit need but typically include 8am-5pm Monday-Friday. Some nights and weekends may be required. The Senior Manager of Site Operations will office at Community First! Village located at 9116 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

- Oversees the overall stewardship of the built and natural environment at Community First Village, ensuring that homes, buildings, and grounds are safe, clean, and functional on a day-to-day basis
- Oversees the Home Maintenance, Building Maintenance, Janitorial, and Property Beautification teams
- Develops and manages the annual operational budget for each of the teams listed above
- Leads the development and implementation of standard operating procedures for teams above
- Leads strategy for reactive maintenance of homes, buildings, and grounds, ensuring a high level of resident and staff satisfaction
- Provides strategic leadership for long term asset management of homes, buildings, and grounds, overseeing preventive maintenance, efficient utility use, and lifecycle planning
- Oversees public safety strategy across buildings and grounds, including overseeing management of safety equipment, code compliance, and emergency response
- Serves as a liaison with other MLF departments for site operations needs related to community and public events, volunteer engagement, weather events, after-hours protocol, etc.
- Supports team managers in building relationships with vendors and service providers, including negotiating and managing contracts for services and supplies
- Support teams providing Dignified Income work opportunities for CFV Neighbors
- Support teams providing volunteer engagement opportunities
- Responsible for hiring, motivating, developing, and retaining strong leaders for each of the teams
- Mentors team managers by providing ongoing support, feedback, and professional development
- Other Duties & Responsibilities as needed

Knowledge, Skills, Abilities & Principles

- MLF is a faith-based organization whose ideals and philosophy come directly from the Gospel of Jesus Christ. As an organization, we strive to reflect this precept in our communications, both internally and externally.
- Commitment to serving those who have experienced homelessness and personal alignment with MLF's vision, mission, core values, and goals.
- High school diploma or GED required; college coursework or degree preferred
- 5-7 years of experience overseeing large facilities and/or complex properties
- Strong managerial experience, both in number of individuals managed and breadth of teams/programs managed
- Proven coaching and leadership skills, with the ability to lead teams collaboratively toward excellence and effectiveness
- Strong project and process management skills, including scope definition, time and budget estimation, and contractor/vendor management
- Extensive experience managing operational budgets, including expense tracking and planning/ forecasting for future costs
- Working knowledge of building systems and equipment operation and maintenance
- Knowledge of site safety and building code compliance, including OSHA, ADA, and fire code requirements
- Excellent verbal and written communication skills
- High emotional intelligence with strong conflict resolution and interpersonal skills.
- Strong ability to build and strengthen relationships with staff, volunteers, donors, vendors, and community members
- Strong organizational and time-management skills with attention to detail; able to resolve problems under pressure and make sound decisions
- Dependable and accountable to deadlines and commitments
- Action-oriented and results-driven, with a strong track record of bringing projects to completion
- Strong computer skills, including proficiency in Microsoft 365 (especially Excel), with experience using or the ability to quickly learn tools such as AppFolio and Asana
- Must have a valid driver's license

Work Environment & Physical Demands

- Ability to move about all phases of Community First! Village
- Exposed to all outside weather conditions, including wet or humid conditions, fumes, airborne particles, and moving mechanical parts and equipment
- The noise level in the work environment is usually moderate; however, some occasional high noise levels may be expected

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.

GOALS

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

BELIEF STATEMENTS

The vision is supported by belief statements 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

CORE VALUES

MLF is committed to fostering a culture that prioritizes relational connection. We believe there is opportunity in every aspect of our work to be relational in a highly transactional world. In this culture, transactions are means to relational ends, not the other way around.

This begins with the countercultural love poured out by Jesus Christ and grows as imperfect individuals strive to show this love to each other human-to-human, heart-to-heart.

Each individual's openness to the journey of their own personal growth is essential in building our relational culture, and we believe this culture flourishes as we each continuously strive to more fully embody these four core values:

- **Faith:** We define Faith as the foundational belief that our world and all our work belong to God. This allows us to engage our work with joy and lightheartedness, knowing that we are not ultimately in control.
- **Humility:** We define Humility as rightly viewing oneself as a single piece of a grander story. This humility leads to a view of oneself that is neither too high nor too low.
- **Generous Spirit:** We define a Generous Spirit as a readiness to give more grace, mercy, and hospitality than is necessary or expected. This posture allows us to see others for who they are, not what they do.
- **Integrity:** We define Integrity as a wholehearted commitment to doing right by God, ourselves, and others. This wholeheartedness shows itself in consistently choosing honesty, responsibility and ownership in all actions and decisions.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

MLF is committed to creating a diverse environment and is proud to be an equal opportunity employer. Personnel are chosen based on ability without regard to race, color, religion, sex, national origin, genetics, disability, marital status, or sexual orientation in accordance with federal and state law.