



Neighbor Care Administrative Specialist

Scope & Purpose

The Neighbor Care Administrative Specialist provides hands-on administrative, data, and logistical support to the Senior Director and Assistant Directors of Neighbor Care. This role is responsible for carrying out the day-to-day administrative execution that supports Neighbor Care operations, ensuring that data, documentation, communication, calendars and workflows are accurate, organized, and consistently maintained. This position plays a key role in stewarding Neighbor Care records and systems, executing Neighbor Care events and gatherings, and embodying radical hospitality through daily interactions—serving as a relational and operational anchor that helps hold the Neighbor Care team together.

This is a **full-time, non-exempt** position reporting to the **Neighbor Care Operations & Special Projects Manager**. Due to the nature and requirements of the position, hours are flexible to fit need, but typically include 9am-5pm Monday-Friday. Some nights and weekends may be required. The **Neighbor Care Administrative Specialist** will office at Community First! Village located at 9301 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

Administrative Support

- Manage highly active and complex calendars for the Senior Director of Neighbor Care and Assistant Directors of Neighbor Care, including scheduling meetings, coordinating availability, booking rooms, and resolving scheduling conflicts
- Provide administrative support for the Senior Director of Neighbor Care and Assistant Directors of Neighbor Care, including preparing agendas, notes, correspondence, and meeting materials as requested
- Track action items and follow-ups from meetings and leadership requests, providing reminders and status updates as needed
- Manage Neighbor Care written communications and document preparation, including creating, formatting, and maintaining documents, presentations, and communication materials that support leadership, staff, and operational needs
- Provide resource and logistical support to the Neighbor Care team, including team calendaring, scheduling meetings and events, coordinating room and space reservations, and handling day-to-day logistical coordination
- Order office supplies, program materials, and food for meetings and team needs
- Manage access, permissions, and basic administration for technology tools and platforms used by the community, including adding and removing team members and neighbors from Rallyhood and Text-Em-All
- Serve as site steward for the Sanctuary (large gathering space), upstairs Unity Hall and the onsite Commercial Kitchen, including scheduling, supply monitoring, and coordinating cleaning or maintenance needs
- Submit work orders for spaces listed above and track completion
- Perform notarial duties for Neighbor Care staff and neighbors as needed

Data Stewardship & Records Management

- Maintain Neighbor Care spreadsheets, trackers, and internal databases through accurate data entry and routine updates

- Manage shared drives and document storage systems, apply and maintain standardized naming conventions, filing systems, and documentation practices
- Update the Neighbor Care HUB to ensure files are organized, properly named, and easy to locate
- Compile data and documents to support reporting, audits, and information-sharing needs
- Handle sensitive information with confidentiality and care, ensuring documentation reflects dignity and respect for neighbors and staff

Event Execution & Hospitality

- Provide administrative and hands-on support for Neighbor Care events and gatherings, including team meetings, celebrations and off-site activities
- Order supplies and food for events and meetings, including picking up food from vendors as needed
- Prepare printed materials, packets, and supplies in advance of events
- Provide hands-on support for event setup and teardown, including space configuration, furnishings, signage, food and beverage setup, trash management, and post-event reset
- Provide on-site event support as needed, including hospitality, troubleshooting, and day-of coordination
- Manage neighbor contractors for event support

General Responsibilities

- Attend regularly scheduled staff and Neighbor Care team meetings
- Assist MLF and Neighbor Care team in achieving our goals, especially caring for neighbors
- Assist Neighbor Care leadership and other departments as needed
- 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.
- Demonstrates emotional intelligence, cultural competence, and the ability to work effectively and communicate joyfully with diverse populations and perspectives
- 2-3 years experience in an administrative or similar role
- Proficiency in Microsoft 365 applications required; experience with Asana or similar project management software strongly preferred
- Experience with Canva or similar online design and publishing tool strongly preferred
- Experience with calendaring, event planning, and volunteer stewardship (preferred)
- Strong capability to think, perform and produce results creatively and artistically with excellence and innovation
- Ability to learn new software quickly and efficiently
- Strong organizational skills: detail-oriented and ability to multitask in a fast-paced environment with multiple interruptions
- Strong oral and written communication skills
- Capability to understand and maintain confidentiality for sensitive situations
- Demonstrates integrity and strives for excellence in her/his work
- Adaptable and creative, able to respond quickly to communication and changing needs
- Collaborative spirit with the ability to work effectively both independently and as part of a team

- Must have a valid driver's license

Work Environment & Physical Demands

- Ability to sit or stand for a prolonged period
- Ability to work at a computer for a prolonged period
- Ability to move about all phases of Community First! Village properties
- Ability to drive a golf cart
- Ability to lift up to 40lbs

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.