



## **MATE HOUSING MINISTRY**

### **Operations Manager**

#### **ABOUT THE POSITION**

- **Employment Category:** Full-Time Seasonal
  - **Duration of Season:** flexible, approximately mid-March to mid-September
  - **Location:** Farmington, ME.
  - **Compensation:** \$2,000 bi-weekly salaried
  - **Paid Time Off (combination of sick and vacation):** 1 week
- Summer is generally a black-out period for vacation: June, July, and August, except for when no work groups are present. Customarily, we do not host work groups during July 4<sup>th</sup> week.

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#### **ABOUT THE ORGANIZATION**

Mission at the Eastward (MATE) is a faith-based nonprofit that provides volunteer home repairs, transitional housing, and youth outreach to create lives of hope, dignity, and security in Central Western Maine. Our primary program, MATE Housing Ministry (MHM), offers one of the most enriching and rewarding service opportunities in the country. Each summer, 300-400 volunteers from around the east coast travel to rural Maine, usually for a week at a time, to conduct critical home repairs for mostly low-income families and the elderly. Our service keeps people safe and healthy in their homes and out of the devastating cycle of homelessness. Arguably, the most important part of our service is the deep bond that's developed between staff, volunteers, and homeowners that delivers help, hope, and connection to all who are involved in the experience.

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#### **POSITION SUMMARY**

The Operations Manager, aided by the support of paid staff and experienced volunteers, oversees and delivers MATE's Housing Ministry Program. This is the primary position responsible for both the homeowner relations once the application for repairs has been received, as well as communicating and coordinating with volunteer work teams once they have signed up for service, and ensuring their proper care and well-being while visiting. In addition to managing and coordinating the home repairs, the Operations Manager strives to create a meaningful and productive service experience for the work teams. MATE is a growing organization and there is potential for this position to expand, including the possibility for off-season hourly work for various circumstances and projects. The organization is set-up to foster an environment for growth, learning, and success for the Operations Manager.

#### **The Operations Manager will:**

- 1. Oversee all aspects of the work site assessment process:**
  - Contacting homeowners, arranging visits, and creating schedule
  - Lead volunteers and staff to conduct assessments
- 2. Develop work project schedule:**
  - Worksite spreadsheet with schedule
  - Projects monitoring and adjustments
- 3. Maintain, deliver, and improve systems for:**
  - Provision of all necessary materials and tools for worksites
  - The MATE Housing Ministry Headquarters
  - Construction procedures and standards



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- Orientation and education of staff and volunteers
- Oversee worksite tour program
- Budgetary tracking, review, and planning
- Safety protocols and procedures
- Monitoring progress and quality while groups are working on projects. Respond to questions about the work, and to requests for additional materials and tools.

#### **4. Lead and advance communication and teamwork:**

- Assignment, site-specific information and support of people to the worksites
- Continued communication with volunteer workgroups to ascertain size and ability
- Communicate and arrange worksite schedule with homeowner, provide updates, follow-up, and be responsive
- Conduct weekly meetings with Executive Director and staff to ensure effective communication
- Conduct program review and planning with Executive Director at closure of season

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### **CANDIDATE DESCRIPTION**

#### **Required**

- Supervisory and management experience
- Core construction competency
- Effective communicator
- Basic computer skills (Google Drive software)

#### **Desirable**

- A “heart” for the mission
- Experienced with housing strategies and community relationships