

Job Title: Operations Manager

Reports To: Executive Director

Location: The Landing Place Family Shelter. Kalamazoo, MI

Status: Full-Time

FLSA Status: Salary, Non-Exempt

Compensation: \$55,000–\$65,000 annually, comprehensive benefits package, paid time off, paid holidays, and floating holiday.

Position Summary

The Operations Manager provides strategic leadership and day-to-day oversight of Family Promise Southwest Michigan operations to ensure a safe, welcoming, and trauma-informed environment for families experiencing homelessness. This role supports the organization's mission, ***"Prevent and end homelessness for families with children and help them achieve sustainable independence through a community-based response,"*** by ensuring the shelter operates efficiently, staff have the resources they need to be successful, and families receive high-quality, person-centered services.

The Operations Manager is responsible for overseeing daily shelter operations, implementing policies and procedures, ensuring compliance with organizational, contractual, and funding requirements, coordinating facility operations, managing operational systems and processes, and fostering a culture of safety, collaboration, and compassion. Working collaboratively with program leadership, staff, and community partners, the Operations Manager promotes consistent service delivery and continuous quality improvement to support positive outcomes for families.

Essential Responsibilities

Shelter Operations

- Oversee daily operations of the emergency shelter facility.
- Monitor facility safety, cleanliness, security, and compliance with agency requirements.
- Manage shelter supplies, food service, and facility needs, and operational resources
- Coordinate with facility partners and vendors regarding maintenance, repairs, and operational needs.
- Ensure emergency procedures, safety protocols, and incident response practices are followed.
- Support emergency preparedness and continuity of operations planning.
- Supervision of Shelter Support Supervisor.
- Oversight of the Shelter Support Team.

Documentation & Administration

- Maintain compliance with confidentiality, safety, and incident-reporting protocols
- Monitor shelter operations metrics and recommend improvements
- Ensure facility security and adherence to organizational policies
- Developing and maintaining policies and procedures related to both shelter and staff.
- Purchasing and procurement of shelter supplies, office equipment, furniture, technology, and other operational resources while maintaining fiscal responsibility.
- Manage vendor relationships and service contracts related to facility operations, maintenance, technology, security systems, and other operational needs.
- Maintain inventories of equipment, technology, furniture, and operational supplies, ensuring resources are available and appropriately managed.
- Assist with budgeting, expense tracking, and operational planning related to facilities, technology, and shelter operations.

Additional Assigned Duties

- Perform other duties as assigned to support the mission and operations of the agency.
- Flexibility to work evenings, weekends, holidays, and participate in an on-call rotation schedule as needed.

Qualifications

- Bachelor's degree in human services, social work, nonprofit management, public administration, or related field required; equivalent combination of education and relevant experience considered.
- Minimum of 2 years experience in shelter operations, crisis response services, or related direct human services field required.
- Knowledge of trauma-informed care, housing-first principles, and family systems approaches.
- Strong organizational, problem-solving, and communication skills.
- Commitment to trauma-informed and equity-centered service delivery.
- Flexibility to work evenings, weekends, holidays, and participate in an on-call rotation schedule as needed.
- Ability to manage multiple priorities in a fast-paced residential environment.
- Demonstrated cultural humility and ability to work with diverse populations.
- Valid driver's license and insurable driving record required for operating agency vehicles in support of program needs.
- Ability to pass required background checks.

Core Competencies

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| • Trauma-informed and strengths-based practice | • Professional communication |
| • Problem Solving and Decision Making | • Critical thinking and problem-solving |
| • Facilities and Resource Management | • Collaboration and teamwork |
| | • Cultural responsiveness |

Work Environment

This position operates within the Landing Place emergency shelter, a residential setting serving families with children experiencing homelessness. This role involves direct, on-site engagement with families and collaboration with multidisciplinary staff. Occasional evening hours may be required based on family availability and program needs.

How to Apply: Please send resumes and cover letters to hiring@fpswm.org by August 3, 2026 or until the position is filled.

Family Promise provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.