FAIR HAVEN
A WINDOW OF HOPE

Operations Manager Job Description
Full-Time / Non-Exempt

Mission: To share the love of Jesus Christ by providing gracious hospitality and compassionate support to seriously-ill patients and their families traveling to Indianapolis for critical medical care.

Role Description:
The role of the Operations Manager is to execute the mission of Fair Haven through effective management of daily operations at our lodging facilities. This position reports to the Executive Director and works in collaboration with the Guest Services Director and other staff members. The job requires work to be performed on site at Fair Haven.

Responsibilities Include:

- Incorporate the mission, vision, and values of the organization into every aspect of daily operations.
- Ensure a superior guest experience and foster an environment of ministry.
- Manage the daily operations at all locations.
- Manage the relationship with cleaning services and oversee cleaning and maintenance at all facilities.
- Manage the turnover of guest rooms and day service rooms and their preparation for guests.
- Wash linens, manage the linen inventory, and oversee contract laundry services.
- Manage the inventory of furnishings, supplies, and basic necessities for all locations.
- Manage building systems including HVAC, access control, security system, audio/visual systems, water softener, drinking water system, and other equipment at Ada's Place.
- Manage and keep records for maintenance and repairs of the building, equipment, and furnishings.
- Utilize the Family Registry database system to manage guest stays and daily operations.
- Welcome guests, anticipate and respond to their needs, and facilitate ministry.
- Serve as a member of the team performing check-in and check-out of guests.
- Serve as a member of the team leading daily prayer and ministry to guests.
- Serve as a member of the on-call team during non-staffed building hours.
- Engage and support other guests at Ada's Place including donors, volunteers, and vendors.
- Collaborate with the staff team to coordinate operations and enhance guest experience.
- Ensure emergency preparedness and complete implementation of the emergency management plan.
- Leverage the position and resources strategically to grow support and advance the mission.

Qualifications:

- Profound understanding and passion for Fair Haven's mission, vision, and core values.
- Experience in operations management and/or ministry preferred.
- Passion for serving others and impacting lives through Christian ministry.
- Strong ability to organize, prioritize, manage and complete multiple tasks efficiently.
- Excellent initiative, problem-solving, project management, and independent work skills.
- Empathetic and caring demeanor with ability to work well with families in crisis.
- Collaborative skills to work effectively with a team of staff and volunteers.
- Proficiency in electronic communications and ability to learn and use the guest management database system effectively.
- Dependability, flexibility, and willingness to help in various areas in the organization as needed.
- Dedication to leveraging the position to share stories of mission impact, increase community awareness, grow donor and volunteer support, build sustainability, and further the mission.