

THE EPISCOPAL DIOCESE OF MILWAUKEE



[www.hospitality-center.org](http://www.hospitality-center.org)

## **PROGRAM MANAGER and ADMINISTRATIVE ASSISTANT**

**Position Purpose:** To serve as the onsite program manager for day-to-day operations of the Hospitality Center and assist Executive Director with administrative tasks related to volunteer management and fundraising/development.

**Reports to:** Executive Director

**Hours:** 35 hours per week (7:00am-2:00pm M, T, Th, F and 7 hours each week as needed or on own schedule)

**Pay Rate:** \$16/hour with generous benefits package including health insurance, pension, and 2 weeks paid vacation

**Location and Start Date:** The Hospitality Center operates within St. Luke's Episcopal Church (614 Main St, Racine, WI). Desired start date is May 1<sup>st</sup>.

### **Program Manager Duties:**

- Responsible for day-to-day operations of the Hospitality Center
- Interact with guests and volunteers, developing relationships in accordance with the values and mission of the Hospitality Center
- Responsible for opening and closing the center during hours of operation maintaining the security of both the interior and exterior of the building
- Implement behavioral guidelines for guests on Hospitality Center/St. Luke's property in order to provide a safe environment for all and to be good neighbors in our community
- Oversee cleanliness of the site, both interior and exterior, providing direction and assistance to volunteers
- Oversee volunteer intake and training. Coordinate volunteer schedules, answer questions and provide assistance as needed.
- Provide appropriate assistance and referral to guests, answering questions and responding to requests
- Handle incoming donations, both by directing deliveries made and coordinating pickups from vendors and other donors
- Track onsite inventory needs and replenish or report the need to the Hospitality Center Executive Director in a timely manner

- Monitor maintenance needs either resolving them at the time or making appropriate arrangements for them to be handled
- Assist the Executive Director with establishing and maintaining relationships with the downtown Racine business owners
- Assist Kitchen Lead as needed with kitchen tasks. Verify and approve menu one week in advance
- Coordinate with community service providers to facilitate their presence and work at the Center, providing a suitable working space and communicating their presence to Hospitality Center guests
- Introduce the Hospitality Center to interested individuals by providing a history of the center and the church and by providing tours of the building as needed
- Collaborate with St. Michael's clothing distribution ministry volunteers to ensure smooth operations.
- Contribute to the team effort by accomplishing other duties as assigned

**Administrative Assistant duties:**

- Engage with public as assigned by executive director
- Monthly newsletter (Constant Contact)
- Maintenance of Constant Contact subscriber list
- Volunteers – tracking and communication
- Social Media - Facebook and website
- Maintenance and organization of donor database
- Write and print Donor Thank you Letters
- Supplies – inventory and ordering
- Event flyers and invitations
- Policy and Procedure Manual – maintenance
- Assistance with grant research and writing
- Other duties as assigned

**SKILLS/QUALIFICATIONS:**

Strong interpersonal skills

Strong verbal and written communication skills

Crisis Partner Training (provided upon hire)

First Aid Training (provided upon hire)

Other relevant training as provided

Ability to multi-task and prioritize in a fast-paced environment

Desire and ability to work with people from diverse backgrounds with diverse needs

Excellent organizational skills

Ability to work independently and take initiative

Use discretion when speaking with volunteers, donors, staff, guests, and the public. Refer press requests to Executive Director

Basic computer skills including Word and Excel

Willingness to work in a faith-based program and a commitment to the work of social justice through a lens of faith  
Commitment to the Hospitality Center's mission and work



***Mission: Provide hospitality without agenda to those in need and underserved in Racine – the homeless, near homeless and mentally ill.***

#### **What does 'hospitality without agenda' mean?**

Our role is to welcome all people, regardless of background, identity, or mental health status. This includes those who are intoxicated or otherwise impaired. We provide shelter, food, emotional and spiritual support to those who feel unwanted or unwelcome in other settings.

Conversation, empathy, and understanding guide our decision-making. We strive to place ourselves in the shoes of the 'other' when developing an empathetic response to behavior.

Guests and volunteers are treated with dignity and respect at all times. This means every effort is made to speak in a respectful and level tone, demonstrating the respect with which we would like to be treated. Microphones are used to make announcements when possible. Sarcasm is avoided as it is indirect speech and easily misinterpreted.

#### **What can guests, volunteers, and staff expect from the Hospitality Center?**

Actions to remove guests are taken only in cases when Hospitality Center policies have been violated. These include rude and belligerent behavior (swearing or insulting guests, volunteers, and staff), threatening violence, inflicting violence, known possession of weapons or illegal drugs, use of alcohol or drugs on-site, public urination or other vandalism, inability to follow requests of staff and volunteers. We respect the decision of guests to eat what they choose, while encouraging healthy choices.

Guests, volunteers, and staff are entitled to an environment free of crude humor, harassment, sexually suggestive language, inappropriate physical contact, and intimidating behavior. Reports of such behavior will be taken seriously and addressed in a timely manner.

Third party anonymous reporting and gossip will not be tolerated. Honesty and transparency are the bedrock of successful communication.

Continual reflection on best practices and policies. The Hospitality Center strives to provide a safe and supportive environment to all who come in our doors, which is an ongoing and collaborative process.