

Operations Director

Organizational Summary

Listening House has served St. Paul for over 36 years, providing hospitality, practical assistance and counsel to adults experiencing homelessness, deep poverty, and social isolation. As a low-barrier, day time, drop-in referral and resource center, we are a respite from life on the streets and the elements. Our philosophy is one of radical hospitality as we hold the inherent dignity of all who enter our space, and welcome them just the way they are. Dubbed “the living room of the homeless” by our guests, we fulfill basic needs (hygiene supplies, bathrooms, storage of supplies and personal paperwork, food, clothes) and well as the social/emotional needs via a non-judgmental listening presence. We work closely with the city and the county and with partner professionals in the areas of housing, mental/chemical health, traumatic brain injuries, and more.

Major Job Functions and Responsibilities

The Operations Director will have both internal and external facing responsibilities, including program management and employee development, public relations and development, and IT/administration. The Operations Director will work closely with the ED to chart Listening House’s future growth and strategic response to an ever-increasing demand for the organization’s services.

HR, Policies, and Programs

- Responsible for recruitment, staffing, performance management, employee development and orientation, compensation, benefits, safety and wellness.
- Lead and supervise teams to engage staff to deliver outstanding guest services; models listening, compassion and hospitality. Ensure appropriately staffed for service delivery. Administer personnel policies as well as recommend and implement changes as the needs of staff and the organization change over time.
- Assist and develop staff in problem solving in all areas, including but not limited to guest relations, resource development, workflow, supply management, external relations and more.

Public Relations & Development

- Build and maintain strong internal and external relationships with community partners, volunteers, donors, churches, foundations and other supporters of Listening House. Participate in planning of annual fundraising events.
- Ensure organization representation to industry groups and committees, professional associations, neighborhood and community groups, and other public venues.
- Effectively represent the organization orally and in written funding proposals, thank you letters, newsletters, brochures, website, social media.

Administrative

- Collect/track data and write/ submit reports for internal and external stakeholders, e.g. Board, funders, partners, donors, accountant
- Create and manage budgets, support the external audit, guide financial management including coding of expenses and the procurement of furnishings and items needed for service delivery.

- Work with contracted IT and vendors to ensure website, social media, and day-to-day technology needs are supported.
- Miscellaneous project management and other duties as assigned.

Required Qualifications, Knowledge, Skills & Abilities

- Effective critical thinker, problem solver and decision maker with a record of delivering successful results.
- Strong organizational skills with the ability to manage multiple priorities.
- Keen attention to detail while holding the vision of the big picture.
- Self-starter, self-disciplined requiring minimal supervision.
- Experience and ability to work collaboratively in teams and with racially and culturally diverse internal and external constituencies.
- Excellent oral and written communication skills with experience writing content for external audiences, including grant proposals & marketing materials.
- Flexible and willing to jump in to where needed (including direct service) as well as delegate appropriately to ensure service delivery.
- Supervisory and management experience with high value on employee development.
- Ability to motivate staff and volunteers for quality service delivery.
- Passionate about the core values of Listening House.
- Proficient using Microsoft Office suite and solid social media acumen.
- Ability to lift 30 pounds.

Listening House offers health insurance, life insurance, retirement, and PTO for full time associates.

How to apply: email cheryl@listeninghouse.org

Listening House of St. Paul
464 Maria Ave
St. Paul, MN 55106

No phone calls.