

Operation Nightwatch Job Description

JOB TITLE: DISPATCH CENTER MANAGER
REPORTS TO: Deputy Director
SUPERVISES: Night Supervisors, Security Guards
FLSA STATUS: EXEMPT: X NONEXEMPT: _____
DESCRIPTION STATUS: NEW: 04/06 REVIEWED: 05/19

JOB SUMMARY

Every night of the year, homeless men and women gather at Operation Nightwatch's Dispatch Center seeking a meal and shelter for the night. The Dispatch Center Manager is responsible for the overall operation of the Dispatch Center. He/she ensures that clients, volunteers and staff are treated in a manner that is consistent with our Christian foundation – with emphasis on fairness, honesty, dignity and respect. The Dispatch Center Manager strives to maintain an environment that is compassionate, orderly and safe for clients, volunteers and staff.

ESSENTIAL JOB FUNCTIONS:

(Responsibilities, Accountabilities, and Competencies; May not include all duties of this job)

General Responsibilities

1. Create and maintain a compassionate and orderly environment in the Dispatch Center through on-site supervision and modeling Christian behavior.
2. Provide a meal and dispatch to shelter for homeless clients every night of the year.
3. Develop and/or enhance Dispatch Center services, as client needs and resources permit.
4. Ensure appropriate staffing of the Dispatch Center through scheduling of employees (Supervisors and Security Guards) and volunteers.
5. Supervise custodial work in the Dispatch Center.
6. Provide spiritual guidance for staff, clients and volunteers, as requested.
7. Manage kitchen operation, including staffing, food products and supplies.
8. Manage the inventory of client support products, such as blankets, socks, hats and hygiene supplies.

Personnel Management

1. Supervise the Dispatch Center employees and volunteers.
2. When on-site, lead the pre-opening prayer with volunteers and staff.
3. With support of administrative staff, recruit, interview and select new employees and volunteers.
4. Provide training for new employees and volunteers.
5. Establish and maintain on-going communication with volunteers.
6. Provide on-going support, encouragement, motivation and recognition for employees and volunteers.
7. Conduct performance evaluations for all Dispatch Center employees and make wage and bonus recommendations to Administration.
8. Create and maintain the nightly schedule for staff and volunteers.
9. Create and maintain volunteer records, including record of service and current contact information.

Client Service

1. Develop, document and implement Dispatch Center policies and procedures consistent with Operation Nightwatch policies, to place clients into shelter.
2. Ensure these policies and procedures are applied with compassion and consistency by all staff and volunteers.
3. Serve as back up, when necessary, for the Night Supervisor and Security.

Food Service

1. Ensure that a "Person In Charge" of food service is on-site whenever food is being prepared or served.
2. Ensure that food service is provided to clients each night.
3. Ensure staff and volunteers use proper sanitation and hygiene practices.
4. Maintain an appropriate inventory of food product and supplies.
5. Order food products and supplies.
6. Receive and properly store food donations.
7. Prepare reports required by the donated food contracts.

Facility Management

1. Develop and implement a maintenance plan for the Dispatch Center facility including cleaning, painting and upkeep of furnishings.
2. Oversee custodial work, including maintaining adequate cleaning supplies and equipment.
3. Maintain all Dispatch Center equipment (including kitchen.)

Administration

1. Develop and maintain forms for the Dispatch desk.
2. Complete and maintain records, logs and reports, as required by law and Operation Nightwatch policy.
3. Report building maintenance problems and supplies (office, kitchen and custodial) needs to administrative staff on a timely basis.
4. Communicate information, as required, with the administrative staff.
5. Provide input for reports and contract/grant applications.
6. Secure valuables (i.e. donations, bus tickets, hygiene supplies, etc.) as appropriate.

Perform other related duties as required.

ESSENTIAL JOB QUALIFICATIONS:

(Any equivalent Combination of Knowledge, Skills, Abilities, Education, and Experience)

1. **Education:** Bachelor’s degree is required. Life experience in a related field may be substituted.
2. **Experience:** Supervisory experience is required. Experience working with people who are homeless is highly desirable.
3. **Faith:** Possesses a well-formed personal Christian faith, consistent with the Nightwatch inter-denominational Christian purpose. Regular, ongoing participation with a Christian faith community is required.
4. **Working Hours:** Must be able to work a flexible schedule, including Dispatch Center hours (7:00pm to midnight) as well as daytime hours.
5. **Other Qualifications:** Strong interpersonal skills are essential. Ability to work effectively with people in a chaotic environment is required. Experience with volunteer recruitment and supervision highly desirable. Proficiency with computers (Office Suite and internet) is required. Excellent communication skills as evidenced by the ability to express self clearly (both verbally and in writing) is required. Must possess a valid WA state driver’s license. Food Handler’s Permit is required.

Physical Requirements:

- | | | | |
|----------------------------|--------------|-------------------------|--------------|
| • Standing/walking: | Frequently | Sitting: | Frequently |
| • Lift/Carry | Occasionally | Push/Pull | Occasionally |
| • Climbing | Rarely | Bending/twisting | Occasionally |
| • Hands/Arms | Constantly | Sight | Constantly |
| • Speech/Hearing | Constantly | | |

Key: **Constantly** = over 2/3 time; **Frequently** – 1/3 – 2/3 time; **Occasionally** = 1/3 – 1/10 time
Rarely = less than 1/10 time **Never**

This Job Description reflects Operation Nightwatch’s best effort to describe the essential functions and essential qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Review: _____ Date: _____

Supervisor Review: _____ Date: _____