



# Operations Manager

**Full-Time | Approximately 40 Hours/Week | Sheboygan County, WI**

**Reports to: Director of Programs**

**Health Insurance: Not currently offered**

## Join Our Team!

The Sheboygan County Warming Center (SCWC) is looking for an organized, dependable, and compassionate Operations Manager to oversee the day-to-day operations of the Warming Center and help ensure a safe, welcoming, and effective environment for guests, staff, and volunteers.

This is a hands-on leadership position for someone who enjoys solving problems, coordinating people, and making sure things get done.

## What You'll Do

- Oversee the daily operations of the Warming Center.
- Supervise, support, and schedule staff.
- Coordinate volunteers and ensure they have the information and support needed to serve guests.
- Help maintain a safe, clean, organized, and welcoming facility.
- Coordinate facility maintenance, repairs, vendors, and operational needs.
- Monitor supplies and inventory and communicate purchasing needs.
- Ensure staff and volunteers follow SCWC policies and procedures.
- Respond to operational issues, guest concerns, and emergencies.
- Support safety procedures, emergency preparedness, and incident reporting.
- Work closely with the Director of Programs and other staff to ensure consistent guest services.
- Assist with special events, programs, community partnerships, and organizational projects.
- Maintain accurate operational records and assist with reporting and program data.
- Help identify ways to improve the efficiency and effectiveness of the Warming Center.

## What We're Looking For

### Required:

- High school diploma or equivalent.
- Experience in operations, management, nonprofit work, human services, hospitality, or a related field.
- Experience supervising staff, volunteers, or teams.

- Strong organizational and communication skills.
- Ability to remain calm and make good decisions in challenging situations.
- Ability to work independently while being a strong team member.
- Ability to maintain confidentiality and professional boundaries.
- Basic computer skills.
- Ability to work evenings, weekends, and holidays as scheduled.
- Ability to embrace change and adapt to the evolving needs of programs, participants, and the organization.

**Preferred:**

- Experience working with individuals experiencing homelessness.
- Experience in a shelter, warming center, community center, or similar setting.
- Experience with facility operations and volunteer coordination.
- Training in de-escalation, trauma-informed care, CPR/First Aid, Mental Health First Aid, or Narcan.

## **The Person We're Looking For**

**Gets Things Done** – You see what needs to be done and take action.

**Leads with Respect** – You treat guests, staff, and volunteers with dignity.

**Stays Organized** – You can manage multiple priorities without losing track of the details.

**Communicates Clearly** – You keep people informed and address issues directly.

**Stays Calm Under Pressure** – You can handle unexpected situations and find solutions.

**Builds a Team** – You understand that great operations depend on great people working together.

**Our Mission** - The Sheboygan County Warming Center provides a safe, welcoming, low-barrier environment for adults experiencing homelessness. We meet immediate needs while connecting guests with resources, relationships, and opportunities that support a path toward greater stability and permanent housing.

## **Interested in Joining Us?**

Please submit a resume and cover letter to:

**Sheboygan County Warming Center**

Email: [lyric.glynn@scwarmingcenter.org](mailto:lyric.glynn@scwarmingcenter.org)

**Come be part of a team making a difference in our community.**