

Operations & Resource Manager
Job Description

Key Information

Item	Detail
Reports to	Chief Operating Officer
Location	Maple Valley, WA, with regular travel to Kent Hope Center
Supervises	Volunteer Coordinator, in-kind program volunteers, and interacts with contracted vendors
Hours	Full time, 40 hours per week, with occasional evening and weekend hours for donation drives, deliveries, and site emergencies
Pay band	$32 to $38 per Hour
Classification	FT, Non-Exempt

About Vine Maple Place (VMP)
VMP, established in 2000 as a 501c3 nonprofit working with single parents and their children to break the generational cycle of homelessness. Serving families who are homeless or facing eviction, our commitment is to end homelessness in South King County. Over the past 12 years, our signature Stable Families program has grown, serving from 68 parents and children to over 5,700 individuals annually. Our programs focus on preventing homelessness or assisting families off the streets to become safe, stable, and equipped with new skills to permanently leave homelessness. Families achieve great success, becoming safe, stable, and self-sufficient; 94% are stably housed upon exiting the program, with 92% maintaining their housing a year later. Our evidence-based, client-centered services are delivered at two Family Hope Centers. As a community and faith-based organization, we rely on the thousands of volunteer hours and donations that make our work possible. Due to the homelessness crisis in King County, VMP is expanding to serve more families in need.

Job Summary
The Operations & Resource Manager keeps Vine Maple Place's Family Hope Centers safe, well supplied, and ready to serve families. This role oversees three connected areas: site management, organization-wide purchasing, and the in-kind donation program. On any given week, that may mean coordinating a facility repair, Completing Department supplies orders, negotiating a better price with a vendor, and organizing a donation drive with a local church so families moving into housing have what they need to set up a home.

Reporting to the Chief Operating Officer, this position will partner to write and maintain VMP's procurement policies, keeps accurate records for Finance and the annual audit, and builds lasting relationships with businesses, churches, schools, and community groups that donate goods. The Site, Procurement & In-Kind Manager supervises the Volunteer Coordinator and works closely with Program, Facilities, Finance, and Development staff.

This position is a good fit for an organized, practical problem-solver who wants to see their work make a direct difference for families leaving homelessness.

Responsibilities

Site management (40%)

- Liaise with Program, Facilities and Business office staff to ensure sites are operating safely and are in good condition.
- Routinely assess condition of site and coordinate with facility management via MaintainX submissions for any site specific needs.
- Maintain the safety program for sites, including emergency plans, evacuation drills, incident reporting, and first-aid and spill supplies.

Procurement (30%)

- Manage purchasing of goods across the organization, primarily office supplies.
- Write and maintain VMP's procurement policy and procedures, including approval thresholds, competitive bid requirements, and conflict-of-interest safeguards, and align them with funder and audit requirements.
- Source and assist with negotiated vendor agreements, pursue nonprofit pricing and bulk discounts, and consolidate suppliers where it lowers cost or administrative load.
- Maintain the vendor file: contracts, insurance certificates, W-9s, and renewal dates, and give Finance what it needs for accounts payable and the annual audit.
- Partner with the COO and department leads on annual budget requests for supplies

In-kind donation program (30%)

- Run the in-kind program end to end: solicitation, intake, sorting, storage, inventory, valuation, and distribution of donated goods to families and programs.
- Set and publish acceptance standards for donated goods, and decline or redirect items that do not meet them.
- Build and maintain relationships with retailers, manufacturers, churches, schools, and community groups that donate goods, and coordinate corporate donation drives.
- Maintain accurate in-kind records, including donor acknowledgment, fair-market valuation, and the reporting Finance needs for the audit and the Form 990.
- Operate the distribution process, including scheduling pickups and deliveries, managing storage capacity, and keeping the space safe and organized.
- Partner with the volunteer coordinator to recruit, schedule, train, and supervise in-kind volunteers.
- Track program metrics: value of goods received and distributed, families served, cost avoided, and turnaround time from request to delivery.

Leadership and cross-department work

- Supervise assigned Volunteer Coordinator.
- Represent facilities, procurement, and in-kind needs in operations planning, and give the COO a monthly written update on site condition, spend, and in-kind activity.

- Contribute to multi-site expansion planning so each new Family Hope Center opens with its facilities, supply chain, and in-kind pipeline in place.
- Other duties as assigned.

Qualifications

Minimum Qualifications

- Have a personal relationship with Jesus Christ and agree to the VMP Statement of Faith.
- Be passionate about helping families overcome the trauma of homelessness.
- Work effectively with a diverse team; demonstrating cultural awareness and sensitivity to the needs of clients, staff and volunteers from varied cultural and economic backgrounds.
- Minimum 3 years of experience in procurement/product buying, including 5 years supervising staff or volunteers.
- Proficiency with Microsoft Office (Word, Excel, Outlook) and client data systems.
- Ability to read, write, speak and understand English fluently.
- Willing to work evening and occasional weekend hours for donation drives, deliveries, and site emergencies.

Preferred Qualifications

- Experience in nonprofit operations, purchasing, procurement, or inventory management.
- Experience running an in-kind or donated goods program, including intake, inventory, and fair-market valuation.
- Experience recruiting and leading volunteers, especially from churches and community groups.

Required Credentials

- Must pass and maintain an acceptable background check.

Why You'll Love Working Here:

- Competitive compensation
- Generous paid time off, including vacation and sick leave
- Medical, dental, and vision insurance for eligible full-time employees
- 401(k), with match
- Meaningful mission
- Collaborative culture

The above is intended to describe the general content of, and the requirements for, satisfactory performance in this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements of this position. Other duties may be assigned.

Send all Inquiries, Resumes and Cover Letters to: humanresources@vinemapleplace.org