

TITLE: Director of Operations (40 hours per week)

PURPOSE: The Director of Operations is responsible for ensuring that the operations of Blacknall Church are managed in the best short- and long-term interests of the church and its congregants. Operations support the ministry of the church.

SUPERVISION: Senior Pastor

RELATIONSHIPS: Initiates and maintains good and timely communications with the Sr. Pastor on matters concerning church operations and administrative support staff. Supervises all administrative support staff. Initiates and maintains good and timely communications with program staff, Clerk of Session, Chair of Diaconate, committee chairs, and other church lay volunteer leadership for effective church operations. Serves as a member of the Building and Property Committee and as that committee's liaison to staff. Maintains membership in one of the following professional organizations, to be decided in consultation with the supervisor: Administrative Professional Association of the Presbyterian Church U.S.A. or the National Association of Church Business Administration. The position is hired by the Session and accountable to that body through the supervision of the Senior Pastor.

RESPONSIBILITIES:

GENERAL (10% or 4 hours)

- Coordinate development and maintenance of church policies and manuals.
- Interface with and support the staff, Presbytery, Session, Diaconate, and lay leadership.
- Responsible for the development of standard operating processes (SOPs) in support of efficient church operations
- Ensure that there is an organized and current repository of church records and SOPs.
- Participate as an active, paid member in the designated local professional association.
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HUMAN RESOURCES (5% or 2 hour)

- Manage Human Resources functions including insurances, benefits, forms, and procedures.
- Oversee development and maintenance of personnel procedures and manuals.
- Maintain a current organizational chart.
- Maintain all personnel documents and employee files in a secure location.
- Prepare comparative salary data for all positions for the Personnel Committee.

SUPERVISION (10% or 4 hours)

- Supervision of administrative support staff: Administrative Associate, Financial Administrator, and related volunteers.
- Interview and recommend to the Personnel Committee new staff and/or terminations of administrative support staff as well as any administrative restructuring.
- Establish annual goals and professional training plans with administrative support staff.
- Conduct performance evaluations of administrative support staff, at least annually, with appropriate inputs from relevant stakeholders as determined in consultation with the Senior Pastor.
- Ensure effective and appropriate administrative coverage, team-building, and cross-skills training.
- Oversee work schedules and leave requests for administrative support staff.

- Recommend administrative support staff salaries to the Personnel Committee yearly within the budget planning process.
- Work closely with the Senior Pastor to ensure effective communication among administrative staff.

OFFICE MANAGEMENT (15% or 6 hours)

- Supervise all functions of office management and the Administrative Associate position to include reception, phone and front desk coverage, production of newsletters, church calendars, mailings, volunteer usage, and database maintenance.
- Ensure effective record keeping, maintenance, and access.

FINANCE (10% or 4 hours)

- Provide support and oversight for all bookkeeping and other financial functions as performed by the Financial Administrator.
- Participate as an active member of the Finance Committee in assessing the financial health of the church, forecasting, and supporting giving and discipleship efforts.
- Assist the Finance Committee with the budgeting process.
- Interface with the Treasurer regularly to oversee financial functions and audits.
- Work with the Financial Administrator to keep staff and committee chairs informed of expenditures especially as related to budget limits and to provide reports to staff and committee chairs as needed.
- Oversee management of accounts payable and accounts receivable for building related expenses. Ensure payments are authorized correctly.

COMMUNICATIONS (5% or 2 hours)

- Interface with the Communications Director to ensure comprehensive, effective, and timely communications to staff, lay leadership, members, visitors, and the public.
- Stay apprised of church communications through all media, including print, email, website, and Planning Center.
- Act as the initial point of contact to the public, as well as other churches, ministries, organizations, and partners. Monitor the churchoffice@blacknall.org email account accordingly.

FACILITIES (25% or 10 hours)

- Responsible for the operation and maintenance of facilities, grounds, and equipment.
- Oversee readiness of building for Sunday morning activities.
- Approve expenditures for budget line items related to the facility.
- In consultation with the Building & Property Committee, prepare yearly budget proposals and proposed expenditures from the facilities line items and the Capital Improvement Fund.
- Develop a long-range replacement plan to ensure that church equipment, systems, furnishings, etc. are replaced at appropriate intervals.
- Oversee coordination of the church calendar, building usage, and rentals.
- Develop and maintain facilities manuals, building use policy, and usage fee schedules.
- Responsible for acquiring, maintaining, and securing all records and documents that relate to the building and property of the church.
- Participate as a member and leader, in coordination with the chair(s), of the Building & Property Committee and Guild.

- Interface with the public, local community, 9th Street business owners, and our unhoused neighbors in need. Coordinate with staff and officers to address issues.
- Provide oversight of the facility including purchasing supplies, cleanliness, inspections, maintenance, equipment, and service upgrades.
- Work with various committees and lay leadership to coordinate effective operations and event management. Oversee and coordinate the efforts of the Building & Property Committee, including the Guild, in maintaining and improving church property.
- Manage safety, security, and building access of church facilities. Act as primary point of contact for law enforcement, emergency services, regulatory, legal, and insurance services.
- Coordinate insurance coverage, claims, and incident reports with insurance carriers.
- Manage operations in support of parking, transportation, and handicap accessibility.
- Oversee all facilities-related contracts and vendors.
- Manage office and facility funds according to the budget.

INFORMATION TECHNOLOGY (20% or 8 hours)

- Responsible for management of the IT infrastructure and software (internet, telephone, networks, security, computing systems, audio/visual, and technology support and services).
- Oversee preparation of IT (to support Livestream) for Sunday morning
- Manage the relationship, procurement, subscriptions, and contracts with IT services/equipment companies.
- Coordinate with staff and officers on audio/visual infrastructure and software.
- Manage cloud-based services, subscriptions, data management, and email host ensuring appropriate access and threat mitigation.
- Manage the administration and utilization of Planning Center including staff support, access enablement and permissions, processes, records, scheduling, training, and relationship to the external church website.
- Oversee the development and improvement of Planning Center to be an effective communications and administration tool in coordination with other software platforms.

JOB REQUIREMENTS

- A knowledge of and love for Jesus Christ.
- Sees the job as a call to serve Christ and His people.
- Bachelor-level degree in business or related field preferred.
- 3-5 years business experience required.
- Strong organizational, project management and time-management skills.
- Be an enabler of ministry at the church by maintaining building and property and overseeing daily operations.
- Experience supervising and managing staff to create an atmosphere of mutual accountability and respect.
- Can effectively delegate tasks and balance priorities in a fast-paced environment with frequent interruptions.
- Working with other staff and volunteer teams, ability and willingness to handle urgent or emergency building and property needs outside of working hours.
- Adept at fostering teamwork and partnering with leadership of various church committees, ministry partners, and external organizations.
- Able to instill principles of good customer service and professionalism in the office with both internal and external people.
- Demonstrate competence with Microsoft Office, QuickBooks, Database Management.

- Demonstrate expertise in sound financial management, and accounting/bookkeeping practices.
- Experience managing vendors including contract negotiations.
- Strong verbal and written communication skills.
- Experience with volunteer management; preferably in a faith-based environment.