

Director of Operations

Department: Operations

FLSA Status: Exempt

JOB SUMMARY: The Director of Operations manages all routine business administration functions including general oversight of accounting and finance activities, supervision of human resources policies and practices, and management of administrative staff and facilities in support of the ministry programs and events of Browncroft Community Church. This position also provides support to the Senior Pastor, Executive Pastor, Audit & Finance Team, and various ministry teams.

REPORTS TO: Executive Pastor

SUPERVISES: Administrative, Finance, and Facilities Staff

ESSENTIAL FUNCTIONS:

Leadership and Supervision

- Plans, organizes, directs, and supervises the work of the general administrative, finance, and facilities staff.
- Guides the ministry staff and volunteers to properly accommodate or redirect requests to utilize church facilities and resources.

Finance

- Oversees the conduct of financial processes and operations of the church.
- Manages and oversees the implementation of routine financial policies and procedures by the members of the church staff.
- Coordinates the preparation of annual Operations Budgets in collaboration with the Executive Pastor, ministry leaders, and finance staff.
- Collaborates to ensure that financial, operations, human resources and project management reports are prepared and delivered to key leaders on a timely basis (e.g., monthly financial reports; committee-task force-team meeting minutes, etc.)
- Manages and coordinates the preparation of financial, operations, missions, and ministry commentary materials for the Annual Congregational Meeting, and other Congregational Meetings to include gathering, compiling, and editing deliverables and reports for such meetings, as requested for the Senior Pastor, Executive Pastor, and Elder board.
- Coordinates and leads the annual corporate audit in conjunction with the finance staff and outside audit firm.

Administration

- Manages the master church calendar and supervises the staff who administers the calendar and Church Community Builder (CCB) database.
- Oversees the proper implementation of all necessary property, casualty and liability coverages for the church as guided and directed by the Audit & Finance Team, the Elder Board, and the Executive Pastor.
- Prepares and facilitates the development and distribution of all-church communications from the Senior Pastor, Executive Pastor, and Elder Board to include e-mail broadcasts, letters, and other materials, as requested.

Human Resources

- Manages all aspects of Human Resources for the church utilizing in house and outside resources to ensure compliance with applicable labor law requirements and regulations as well as the implementation of policies and practices authorized by the Audit & Finance Team, the Elder Board, and Executive Pastor.
- Serves as the Human Resources representative for staff to resolve conflicts, hear employee concerns, ensures proper documentation and responsible for employee onboarding and termination processes.
- Responsible for employee benefit administration and leads the annual open enrollment process.
- Manages and oversees the work of the Finance Coordinator to ensure successful completion of the bi-weekly payroll process.
- Oversees and guides the leadership staff in the recruitment, hiring, onboarding, performance management, training and development, and discipline and termination procedures for staff employees in conjunction with the Audit & Finance Team, ministry leaders, and Executive Pastor.
- Manages and oversees human resource files, personnel records for employees, and the maintenance of an up-to-date Employee Handbook. Also provides for the regular training and orientation of all employees as required.
- Prepares for and attends Audit & Finance Team meetings.

Facilities and Maintenance

- Oversees and facilitates the implementation of approved building maintenance, service, or capital projects in collaboration with the Executive Pastor and various outside professional consultants and contractors.
- Facilitates and collaborates with designated staff members and volunteers on all information technology, safety and security, and building systems operations, maintenance, and upgrades, to ensure systems are maintained and running in good working order.
- Guides the ministry staff to properly accommodate or redirect requests to utilize church facilities and resources.

ADDITIONAL RESPONSIBILITIES:

- Prepares for and attends various team meetings as required.
- Accomplishes all other duties and tasks as appropriately assigned or requested.

EDUCATION & EXPERIENCE:

- Bachelor's degree required in Business Administration, Operations, Finance or a job-related field or an equivalent combination of related work experience, training and/or education sufficient to successfully perform the essential duties of the job. MBA degree preferred.
- Proven experience guiding and managing a modest sized staff or larger groups of volunteers in a church or non-profit or business or academic environment is required.
- Suitable knowledge and experience in accounting, financial operations, business administration, office management, human resources, and operations supervision in a complex and up-tempo environment are all sought and preferred in a strong combination for this position.
- Experience on staff in a large Christian church and/or in significant church volunteer leader is also preferred.
- Must possess a valid driver's license.

KNOWLEDGE, SKILLS & ABILITIES:

- Mature Christian in a growing relationship with Jesus.
- Proficiency in Microsoft office applications, social media and use of a smartphone, as well as basic understanding of accounting software.
- Excellent time management, project management, conflict resolution and organizational skills.
- Excellent verbal and written communication skills.
- Ability to develop project plans and related budgets.
- Ability to supervise, develop, and lead staff.
- Ability to relate to, educate, and mentor people at all levels of the organization.
- Knowledge of fundamentals of accounting, business administration and human resources.
- A demonstrated ability to achieve key objectives.
- Experienced leader with appropriate industry experience.
- Sound technical skills, analytical ability, good judgment, and strong operational focus.
- Well-organized and self-directed individual who is a team player.