Position Description - Church Operations Manager - Approved: August 2020

Signatures: ___________________________ ___________________________ ___________________________
Employee Sr. Pastor Chair, Personnel

Reports To: Sr. Pastor Status: Full Time, exempt, benefits

POSITION SUMMARY: The Church Operations Manager oversees the church building, office and scheduling of groups, rooms and events and helps design tactical facilities and administrative processes that allow for Second’s mission to thrive: “We exist to love God, ourselves and others - whoever, however, wherever they are - with a love that transforms us all.”

LEADERSHIP AND WORKPLACE CULTURE:

- Uphold, model and ensure the mission and values of the church at all times. Ensure all activities and conduct are compliant with church policies, as well as all relevant laws and regulations. Act as a good steward of the church’s resources.
- As a leader, engage in professional development activities when possible to remain current with evolving trends and practices.
- Demonstrate behaviors that are in line with our staff covenant (available separately), contribute to team cohesion as a flexible, positive, collaborative partner in ministry.

RELATIONSHIPS:

1. Develop and maintain respectful, courteous, collaborative and professional relationships with church staff, leaders and volunteers. Also, recognize that this city is our parish and we are committed to loving and serving those who are not members of our church and welcoming and reaching out to all of God’s children.
2. Attend weekly staff meetings giving reports and updates. Meet twice a month with Senior Pastor to review activities and projects related to church operations, staffing and programming.
3. Meet with the Business Manager twice a month to cover financial matters including managing budget, contracts/contractors, insurance claims and designated expenditures.
4. Oversee and meet throughout the week with building manager (lead custodian) to offer support, evaluate performance, update schedule and prepare for upcoming events. Also oversee custodial staff, cleaning service (if applicable), contractors, etc. Closely monitor schedules to ensure adequate building coverage.
5. Work closely with moderator of Buildings and Grounds Committee to help prepare agenda for and run B&G meetings.
6. Attend Session (Elder board) and Seasonal Leadership Team meetings and, when necessary, other planning meetings such as Art on Oak and Journey to Bethlehem.
7. Serve as the primary interface with groups using or partnering with us and our spaces. Ex: Preschool Director and board, La Causerie language school, etc.
8. Develop effective working relationships with key external service providers critical to the efficient operation of the church.
9. Maintain and foster good relationships with our neighbors (Crestwood shops, Crestwood homes association, etc)

MAJOR RESPONSIBILITIES:
1. Administer the business affairs of the physical properties, including maintenance and oversight of all equipment related to building and grounds.
2. Manage files and records. (Building Use forms, contracts, project planning forms, invoices, building agreements, Property Use agreements, Visa expenditures)
   - Develop and update web-based policies and procedures where invoices and schedules can be automatically updated and generated.
3. Solicit bids on service contracts in anticipation of expiration. Oversee invoices and contract work. Meet with vendors about jobs as needed and with service contract managers for yearly reviews.
4. Provide project management for facilities initiatives by planning step-by-step actions, determining funding sources, securing bids, estimating expenditures and managing the onsite work.
5. Monitor the custodial salary budget and hourly restrictions for part-time workers.
6. Assess and update rates for groups (per event) to cover building use custodial hours and other building services. Clearly communicate information to all involved groups and Business Manager for invoicing and tracking of payments and receipts.
7. Maintain and oversee the church calendar in CCB.
8. Work with B&G chair and other staff to develop the Building and Grounds budget, evaluating previous expenses and adjust yearly budget as necessary
9. Technology network systems – troubleshoot or arrange for technical services and assistance. Keep the Network Use Policy updated and distributed to new staff.
10. Serve as Initial point of contact for weddings and funeral and oversee wedding and funeral directors.
11. Monitor and oversee entrances and building security.
12. As needed, answer phone calls, respond to walk-ins and redirect accordingly. Periodically help (A/V, Set up) with Weddings, Memorial Services, Church Services, and Sunday Lunches as needed
13. Other responsibilities as assigned.

PERSONAL QUALITIES AND EXPECTATIONS:
- Leadership abilities and experience with managing others; aptitude for strategic thinking
- Flexible, remote work schedule during COVID. On site still required as needed.
- Appreciation for and commitment to the Christian mission of Second Presbyterian
- Availability to work at least two Sunday mornings per month and ability and willingness to work a flexible schedule to ensure evening and weekend hours are covered
- Responsible, self motivated and timely
- Associate’s degree or equivalent education and experience
- Working knowledge of and comfort with large building systems and new technologies
- Engaging personality and ability to listen to and communicate well with others
- Microsoft Office fluency (Word, Excel, PowerPoint, etc.) Required
- Google Suites fluency (Docs, Sheets, Slides, etc.) Required
- Technical ability to learn and use software such as Canva, Trello, Constant Contact

If Interested: Submit cover letter and application to staffopening@secondpres.org