

Director of Operations

General Purpose

This role serves in support of the Lead Pastor in the administration and oversight of the operational functions of the church consistent with the vision and values of the Church. This role will support and develop systems, structures, and teams, and will oversee the business administration of facilities, finance, human resources, and staff support. Responsible for effective communication between the Admin Team and the staff and leadership of the church. Responsible for the overall maintenance and upkeep of church properties and leading the execution of capital projects.

Essential Functions and Position Expectations

Administrative

- Support Lead Pastor and staff in business administration and operations for their respective areas.
 - Support Lead Pastor regarding implementation of the mission and vision of the Church.
 - Support staff members in implementation of ministry goals.
- Review, creation, and implementation of policies and procedures to ensure effective operation of the Church.
- Support Lead Pastor in measuring effectiveness of ministries.
- Lead and mentor one or more direct reports and ensure all responsibilities are met for that role.
- Key member of Admin Team to facilitate effective communication between Admin Team and Church leadership.
- May facilitate staff meetings as directed by Lead Pastor.
- Support and facilitate communication in all matters related to business administration for Lakeshore Little People's Place (LLPP)

Finance

- Collaborate with Lead Pastor, Exec Elders, Deacons/Admin Team, and Staff on development of ministry budgets.
 - Assist lead pastor and staff members in management of budget
 - Coordinate financial planning and periodic financial reviews with staff and ministry leaders
- Lead the implementation of healthy financial stewardship that enables all ministries to operate within the approved budget.
- Oversee banking, cash flow, and contribution systems and proper documentation of the same
 - Oversee all bank accounts and banking transactions. Maintain accurate and up-to-date records of all financial transactions
 - Provide and present monthly financial statements including an analysis of actual versus budget to the Executive Elders, Deacons/Admin Team and ministry teams. Anticipate any significant changes to the budget for unexpected expenditures
- Act as liaison for all fiscal activities working directly with the Lead Pastor, Deacons/Admin Team and Executive Elders, as necessary. Also, act as the primary point of contact and coordination with the Church's external accounting firm.
- In conjunction with the Deacons, ensure collection of offering procedures are clear and secure.
- Serve as central purchasing agent for office supplies and equipment.

- Coordinate all investment and material financial decisions with Deacons/Admin Team and Executive Elders, as appropriate.
- Support the congregational stewardship efforts and communication.
 - Provide up-to-date, easy to use resources for our church to be informed on giving
- Provide reports as requested to Executive Elders (financial, projects).

Human Resources

- Manage employee policies and procedures, recordkeeping, and employment files
 - Management of benefits for employees (including facilitating annual review of health benefit and employee benefits with Admin Team).
 - Responsible for regularly review and update of Employee Handbook.
 - Maintain current job descriptions for all staff members.
- Implement and update processes to recruit, interview, hire, train, supervise, evaluate, and terminate department support staff.
 - Facilitate annual performance reviews for staff with Lead Pastor and Church leadership.
- Approve and manage Paid Time Off (PTO) for all staff members.
- Elevate and/or attend to circumstances where volunteer performance is less than satisfactory.
- Ensure implementation and supporting documentation is maintained for background checks of (i) staff and (ii) volunteers working with infants and children.
- Provide assistance to Lead Pastor, Admin Team and Executive Elders as requested with HR matters.

IT / Office Management

- Oversee the Information Services and technology of the Church.
- Develop Information Services plan for the Church, including purchasing, installing, upgrading, and maintaining equipment needed to operate in the most efficient and cost-effective way possible. (i.e. computers, phones, printers, etc.).
- Set policies and guidelines for use of all church-owned computer and technical equipment.
- Oversee and manage all leased office equipment and negotiate for best commercial terms.

Operations & Facility

- Responsible for all facility services such as security, maintenance, emergency repairs, custodial, and grounds keeping in coordination with the Admin Team.
- Responsible for ensuring church properties and grounds are maintained in good condition, in proper operating order and in high standards of cleanliness and appearance.
 - Direct facility maintenance personnel, outside vendors, and volunteers, as necessary.
 - Report to the Lead Pastor and Admin Team any extraordinary maintenance required and make recommendations for action to be taken.
 - Ensure an accurate inventory of all equipment (furniture, office equipment, fixtures, etc.)
- Oversight of Vendors, Contractors, and Volunteers
 - Approve vendor/service contracts, and maintain authority over accounts, vendors, and contractors.
 - Evaluate annually all outside contractors (i.e. janitorial, lawn care, snow removal, HVAC, etc.).
 - Coordinate and oversight of volunteers, as necessary.
- Security of the Facility, Grounds and Records
 - Supervises the management of the key checkout and access control code process.
 - In coordination with Admin Team, responsible for recommending and implementing policies and measures necessary to ensure the protection of the records, information and data of the church, its employees, members, and guests.
- Oversee administration of the facility for licensing, inspections, vendor relations, scheduling ministry and third-party events
 - Supervises the management of church facility use by groups or organizations approved by the Lead Pastor and coordination of the Church's master calendar.
 - Work to develop procedures and guidelines for the use of church property and oversee the adherence to these guidelines.
 - Keep abreast of all laws and regulations affecting church property.
 - Be sure all necessary governmental permits have been secured and are honored.

- Risk management
 - Ensure proper insurance coverage for facilities and events.
 - Conduct annual review of insurance coverage.
- Guide capital improvement projects as determined by Executive Elders & Deacons/Admin Team

Other

- Ex-officio of the Deacon Board
- Other duties as assigned by Lead Pastor

Qualifications

Education

- Bachelor's degree in business management/administration.

Experience, Skills and Abilities

- Strong verbal communication and presentation techniques.
- Maintains a high standard of ethics and personal/professional integrity by being consistent to core values and commitments.
- Action oriented by acting promptly to fulfill goals and objectives.
- Motivates others by establishing a sense of empowerment and enthusiasm in others.
- Directs others by allocating responsibilities appropriately to others and holds others accountable for established performance expectations.
- Develops and nurtures a team that can work in harmony to accomplish tasks and activities.
- Identifies and communicates methods of getting things done that have the highest probability of success while using minimal resources. Seeks ways to streamline and improve efficiency of future work.
- Is a regular attendee of a Bible believing church, preferably Providence Church.

Additional Details

- Reporting: This position is accountable to the Lead Pastor
- This position is full time

About Us

Our Church is located on the south side of Holland, Michigan. The Church campus is within walking distance to both the local Holland Christian School campuses and the Holland Public School campuses. The staff consists of around 12 people who serve around 350+ members. Our children's and nursery programs serve approximately 70-80 children weekly.

Our Church is excited to be growing in the vision to bring Kingdom transformation to our local and global community. We look forward to developing this vision over the next few years to give tangible witness to God's movement in Holland and around the globe. We look forward to adding a team member that can help our youth live into this Kingdom vision more fully.

Providence Christian Reformed Church is a member of the Christian Reformed Church Denomination. For a more in depth understanding as to what we believe please visit: <https://providencechurch.net/what-we-believe>