



## **Job Position: Director of Operations**

**Position Overview:** Our Director of Operations actively supports CCSM's Guiding Principles, Vision and Mission, and goals as expressed in CCSM's Ends Governing Policies. This position will report to the Senior Minister (SM), supervise the office staff and is an ex-officio member of the Board of Ministries. This position is responsible for managing the day-to-day operations at CCSM.

### **Your Core Work will include:**

- Demonstrating leadership that is caring, nurturing, open and responsive, and visionary and empowering.
- Ensuring that CCSM is in compliance with the Executive Limitation policies as defined by the Board of Ministries in CCSM's Governing Policies, including all financial conditions and activities.
- Managing the church office, offering a knowledgeable, supportive and professional presence during office hours to staff and volunteers and acting as the face of CCSM to the general public.
- Supervising all paid office staff and volunteers.
- Performing annual reviews of all paid direct reports, establishing their annual goals to be presented to the SM, and coaching their professional development.
- Providing administrative support for the SM when needs arise, modeling a team orientation for staff and volunteers.
- Playing a vital leadership role in weekly staff meetings and alerting staff as to what is needed and when in order for the organization to run smoothly.
- Working in conjunction with the SM, staff, and lay leadership to develop, manage, maintain and clearly communicate all church operating processes and policies where relevant.
- Overseeing and driving the usage of CCSM's church management software and any other appropriate management technology, its use by staff, lay leadership, and the congregation.
- Facilitating and scheduling building usage in conjunction with staff, directly utilizing ACS church management software.
- Maintaining the master church calendar and ensuring that all events are confirmed to the appropriate calendars with clear and appropriate descriptions.
- Managing office resources and supplies to support staff projects and day-to-day operations.
- Working with the SM to coordinate the necessary resources for Sunday worship.
- In partnership with the SM, making key individuals aware of issues related to the Board of Ministries' Governance Policy Review calendar, finance calendar, congregational meetings, annual planning or others that may arise.
- Managing facilities, including developing maintenance schedule, establishing custodial standards, and scheduling maintenance and repairs as appropriate.

### **Knowledge, Skills and Abilities**

- Excellent interpersonal skills with the ability to exercise discretion and diplomacy
- Strong leadership, conflict resolution and problem solving skills

- Demonstrated flexibility in dealing with different types of people and diverse cultures and ethnicities
- Strong team player with experience managing staff
- Effective administration, planning and organizational skills with attention to detail
- Microsoft Word, Excel, PowerPoint and Access familiarity and experience with church management software
- Continuous learning mentality, particularly with regard to new technologies and processes

**Hours**

The Director of Operations is 40 hours per week and office schedule, vacation days, etc. will be worked out with the Senior Minister. Salary commensurate with experience.

**Qualifications**

- Education: Bachelor's Degree or higher (business or religious studies)
- Non-profit office management experience, preferred church environment
- Certified Church Administrator designation from the National Association of Church Business Administration, preferred