



MINISTRY POSITION DESCRIPTION

POSTION TITLE: Director of Operations

ACCOUNTABLE TO: Lead Pastor

DESCRIPTION OF MOUNT OLIVET: Mount Olivet, part of the Evangelical Lutheran Church of America, is focused on engaging in God's mission and building community inside and outside of the church. Mount Olivet is a place where collaborative, relational leaders can thrive. We have a team structure that embraces individual gifts and experiences, while still focusing on teamwork and accountability.

PRIMARY ACCOUNTABILITIES:

To support the congregation's vision and mission by providing leadership and support for operations, finance, human resources, and church building, grounds, and other assets.

Leadership

- Lead and supervise a diverse team, including the Director of Engagement, Maintenance Team, Faith Community Coordinator, part-time Finance Administrator, and Loaves and Fishes Coordinator. In addition, lead the church office and volunteers.
- Lead and collaborate with church teams (i.e., building, stewardship etc.) and other internal and external stakeholders to develop and implement a strategic vision for the operations, finances, and utilization of church properties and grounds.
- Serve as a non-voting member of the Church Council, offering insights and perspectives that contribute to the decision-making process.

Operational Systems

- Implement and manage technology and data systems, including church management software, database, and communication tools, etc.
- Ensure the provision of timely and accurate information, feedback, and reports related to membership records, financial data, and program implementation. Collaborate with staff, the Executive Council, and members to ensure that the data supports decision-making.
- Ensure that the church's communication systems remain up to date, are resourced, and can engage members at a variety of levels.
- Maintain and update administrative and operations policies and procedures to ensure they are effective, efficient, and aligned with the church's goals and values.
- Continuously evaluate workflow, workloads, and technology systems to align with overall organizational strategy. Make necessary adjustments in work responsibilities within the team and document resource needs for inclusion in the budgeting process.

Human Resources

- Manage and direct all human resources activities, including but not limited to, employment processes, compensation, benefits, training, and the development and maintenance of HR policies and procedures. Manage and direct a process for required background checks and safety protocols for church volunteers.
- Maintain confidential personnel files in accordance with established standards and regulations to ensure the privacy and security of staff information.
- Ensure strict compliance with both employment laws and church policies, serving as the primary human resources advisor to the Executive Team. Provide guidance on HR-related matters to support informed decision-making.

Finance

- Lead all financial activities, including the annual budgeting process, the annual report, and the annual audit.
- Provide leadership and support to the part-time Finance Administrator in managing the annual operating budget approved by the council and congregation.
- Continuously monitor financial performance and deliver regular, timely reports on financials, ensuring transparency and accuracy in financial reporting and providing valuable insights for decision-making.
- Collaborate with the Treasurer, Executive Team, and Church Council to maintain strong financial controls.
- Maintain records of congregational giving and collaborate with the Stewardship Committee to solicit and process annual pledges.

Building Maintenance and Security

- Provide oversight to the church calendar and building usage requests. Collaborate with building users to ensure access and usage expectations are met.
- Negotiate and manage contracts and logistics related to community renters and church events within the church building to ensure smooth operations and a positive experience for all parties.
- Lead and support the Maintenance Staff, and authorizing outsourced services such as snow removal, suppliers, and electrical contractors, ensuring the smooth operation and maintenance of our facilities.
- Monitor and maintain the protection of church assets through security measures and insurance protection to safeguard our physical resources. Proactively identify and raise risk management issues as needed to the church council and staff.
- Ensure compliance with applicable laws and safety regulations.

Qualifications

Excellent organizational, leadership, and interpersonal skills.

Strong financial acumen and budget management skills.

Proficiency in computer software and technology systems.

Experience leading teams and supervising staff members.

Commitment to the mission and vision of Mount Olivet and a willingness to participate in faith-based activities.

A minimum of 5 or more years of experience in church administration, non-profit management, or a similar role.

Bachelor's degree in business administration, non-profit management, or a related field (Master's degree preferred).