Grace Community Church Job Description
Director of Operations

OVERVIEW

This full-time position will build and manage the operational systems, structures and teams that maximize the operating effectiveness of Grace Community Church. This position will give direct oversight to facilities, IT, the church's database, building usage, front desk staff, office areas, office related vendors, staff recruiting and onboarding, and the systems and policies related to these areas.

Spiritually mature believer in a vital, growing relationship with Christ expressed in a commitment to humble, servant leadership. Possesses a heart for the local church and the wider kingdom of God.

COMPETENCIES

- Management Skills: Manages people and projects well. Follows up on tasks and projects to meet tight deadlines in a fast-paced environment.
- Administrative and Organized: A highly administrative self-starter with the ability to prioritize requests, multi-task, manage multiple staff and projects, and direct departmental work flow.
- A Systems Thinker: Able to assess, problem solve, improve and create operational systems.
- Database Experience: Experience using, managing and championing database systems.
- Interpersonal Skills: Relates well to all kinds of people by listening, learning, negotiating and educating. Builds effective relationships with teams and senior leaders.
- Highly Collaborative: Shows a willingness to collaborate with other ministries at Grace and to develop partnerships in an effort to help us become better.
- Project Management: Can manage projects and deadlines and assist in the planning and management of church-wide initiatives.
- Communication Skills: Possess excellent written and oral communication skills.
- Critical Thinking: Able to analyze complex problems and recommend appropriate solutions.

CHEMISTRY

Committed to collaboration and mobilization of volunteers and other staff in order to fulfill the mission and ministry goals of Grace Community Church.

ESSENTIAL FUNCTIONS

- Gives direct oversight to facilities, IT, and the front desk staff.
- Champions and manages the church's database and church management system, Realm.
- Oversees the church reservation system and establishes policies for building use.
- Manages the church's property and liability insurance policies and helps to assess and mitigate operational risks.
- Directs church office-related vendors, including IT support, copiers, phone system, and commercial insurance.
- Manages the offices and office areas of the church.
- Reviews and troubleshoots church systems to ensure effective systems and processes related to office systems, infrastructure, operations, and building usage.
- Provides training to staff on office equipment and processes, and coordinates workflow and best practices with the departmental administrators and assistants via monthly meetings.

- Assists in staff recruiting by posting positions and screening candidate's resumes. Helps onboard new staff once hired.
- Oversees common office areas to include staff office areas, workroom, mailroom, and storage areas.
- Oversees the management of the office supplies ordering process and vendors.
- Trains volunteer ministry leaders in Grace operating systems and guidelines regarding building use, announcements, special events, communications and general ministry activities.
- Oversees staff related projects and special events as needed, and collects feedback for major recurring church events for future improvement.

OTHER FUNCTIONS AND RESPONSIBILITIES
Attend various staff meetings as needed, and serves on Management Team.

RELATIONSHIPS
Reports to: Executive Pastor of Resources and Ministry Operations.
Works closely with: Lead Team, Ministry Leaders, Facilities, Administrative and Executive Assistants.
Oversees: Facilities and IT departments, IT support vendor, church database, building use, office areas, general office equipment, office systems and processes, ministry storage, special events, recruiting and screening for open staff positions.

SKILLS REQUIRED (Education, knowledge, skills and abilities)
Education
An undergraduate degree and/or equivalent experience in a similar role.
Four years' experience in a similar role.

Knowledge, Skills & Abilities
- Highly administrative: Prioritize requests, organize, schedule, and coordinate a variety of activities and projects.
- Knowledge of IT systems, facilities administration, and experience with database systems.
- Experience with risk management and mitigation.
- Experience in the supervision of employees.
- Excellent collaborator, team builder and communicator.
- Mastery of Microsoft Office and Google Apps for Business.

If you are interested in applying, please submit your resume to jobs@gcconline.org, or 8200 Old Columbia Road, Fulton, MD 20759.