

Director of Operations

The Director of Operations is responsible for the management, leadership, and direction of the office and non-called staff as well as HR functions for all staff. The position also assists church leadership to define church organizational structure, strategy, and improvements. If the candidate has marketing or accounting experience, there is an opportunity for an expanded position scope and schedule.

Position Responsibilities

Operational Oversight

- Lead the planning, development, and implementation of church operating & governance procedures, processes, and systems to support ministry growth and staff structure.
- Assist leadership with strategic planning. Collect and collate data regarding progress in relation to church's key objectives and report regularly to relevant parties.
- Oversee the proper maintenance of document filing and record keeping systems.
- Ensure operations are conducted in a fiscally responsible way consistent with available resources. Work to improve the effectiveness of office routines.
- Audit payroll reports for accuracy.

Human Resources

- Maintain church policies and procedures by: tracking changes in state and federal regulations, regularly reviewing the policies/procedures for compliance and best practice, and updating the RLC and RELC staff manuals as needed.
- Ensure that all policies and procedures are being followed by all employees.
- Oversee the recruitment, hiring, and training of lay staff.
- Maintain up-to-date job descriptions for all lay staff positions.
- Oversee an annual performance management process to measure and evaluate progress against the strategic goals. Conduct (with Elders) performance reviews with lay office staff.
- Assist in analyzing competitive compensation and benefits for all staff positions.
- Maintain accurate, up-to-date personnel files within confidentiality and privacy regulations.
- Administer records and adherence to Redeemer's Safe Church Policy.

Organizational Communications and Reporting

- Facilitate communications between staff and various boards/council.
- Collect and interpret data/information to be included in Voter's meeting & annual reports.
- Ensure effective systems are in place to communicate with the church family & community.
- Work with appropriate staff, boards, and leaders in all activities.
- Update the Senior Pastor and Head Elder regularly of church operation and team status.
- Attend office staff meetings and (as requested) Board and Church Council meetings.

Qualifications & Skills

- Understanding and alignment of church core values, mission, and vision.
- College degree with a minimum of 8-10 years working in a business, corporate, or nonprofit environment with similar duties. Prior supervisory experience is desired.
- Computer literacy with knowledge in all Microsoft Office software.
- Initiating leader (self-starter) who can effectively both manage and delegate responsibilities with strong organizational skills. Strong communication and interpersonal skills including the ability to work with others with tact, courtesy, sensitivity, and good will. High level of integrity, privacy, discretion, and confidentiality.

Job Details

Reports to: Senior Pastor; dotted line to the Board of Elders.
Location: On-site at Redeemer Lutheran Church.
Schedule: 16 hours per week, generally on Monday thru Friday.
Compensation: Hourly, rate commensurate with experience.

