

JOB TITLE: Operations Manager (Interim)

CLASSIFICATION: Part-Time, Exempt (30 hours/week)

REPORTS TO: Head of Staff

COORDINATES WITH: Administrative Assistant, Finance Personnel, and Operations, Children's Center Director, other church and Children's Center staff as needed, Session commissions and committees, contractors, and vendors.

SUPERVISES: Custodial staff

MANAGES: Outside contractors including the bidding process, supervision of ongoing work, and evaluation of project completion.

DIRECTLY SUPPORTS: Property & Finance Commission; Personnel Committee; Advancement/Stewardship Committee

POSITION SUMMARY

The Operations Manager provides **direct, daily, and strategic leadership** for the operations of a five-acre, multi-use church campus with eight buildings that serves 200–300 people daily at least six days per week.

This role is primarily responsible for **facilities management and campus scheduling**, ensuring that buildings, grounds, and shared spaces are **safe, well-maintained, and effectively utilized** in support of; the church's mission and ministry, the Children's Center, and community partnerships.

In addition to managing current operations, the Operations Manager is charged with **building and documenting clear, sustainable systems**—especially for **campus scheduling and facilities management**—that reduce complexity, improve coordination, and can be **partially delegated or transferred to other staff over time**.

CORE PRIORITIES

- Ensure a **safe, functional, and welcoming campus** across all buildings and grounds

- Provide reliable oversight of **high-volume campus scheduling and space use**
- Build **clear, durable, documented, systems** for facilities and scheduling that reduce staff burden
- Strengthen coordination across **church, Children's Center, and community partners**
- Transition key operational functions from **person-dependent to system-dependent**, including a plan to **offload scheduling responsibilities to another staff member or volunteer within the first year**

ESSENTIAL RESPONSIBILITIES

Facilities & Property Management (55%)

- Provide active oversight of a **five-acre, eight-building campus** (40–70 years old) with heavy daily use
- Develop, maintain, and document **preventative maintenance systems and annual maintenance plans**
- Supervise custodial staff, establishing priorities, schedules, and quality standards
- Coordinate and oversee **vendors and contractors**, including bidding and project execution
- Lead planning and execution of **repairs and capital improvement projects**
- Conduct **weekly campus walkthroughs**; track, prioritize, and resolve maintenance needs
- Ensure compliance with **safety standards, insurance requirements and renewals, and risk management practices**
- Oversee **landscape maintenance**, including lawns, trees, irrigation, and specialty areas
- Maintain systems for **keys, mechanical and electronic security systems (including an alarm system), and facility access**
- **Administration and oversight of the Memorial Garden, including interment of remains.**

Scheduling & Campus Use Coordination (30%)

- Manage and be accountable for a **complex, high-volume campus calendar**, coordinating use across:
 - Congregational ministries and worship
 - Children's Center (80 children, 22 staff)
 - Tenant congregations and nonprofit partners
 - Community programs (including tutoring, culinary training, theater, public school, and recovery groups)

- Serve as primary contact for **external users**, ensuring clear communication and strong relationships
- Enforce existing **policies, priorities, and procedures** for space use and recommend modifications and new procedures as necessary. Coordinate scheduling with **facility capacity, custodial support, and program needs**
- Resolve scheduling conflicts and ensure responsible, equitable, mission-aligned use of space

First-Year Priority:

- Design and implement a **streamlined scheduling system** (for example, tools, policies, workflows) that reduces time burden and enables **partial delegation or transfer of scheduling responsibilities** to administrative staff or a future role

Operations Systems (Facilities & Scheduling-Focused) (10%)

- Design and implement **effective systems and workflows** specifically related to:
 - Facilities management and maintenance tracking
 - Campus scheduling and communication
- Ensure coordination between **church, Children's Center, and shared campus resources**
- Develop **simple dashboards, tracking tools, inventory tools, and reporting structures** for property and operations, including tracking of depreciation of capital assets and budgetary planning for replacement
- Identify inefficiencies and implement **targeted, sustainable improvements** within scope of role

Advancement / Stewardship Support (5%)

- Coordinate with and support the Advancement/Stewardship Committee (up to one to two hrs/week) Support **systems for donor tracking and communication** as needed
- Assist with **annual stewardship processes** in coordination with staff and volunteers
- Ensure stewardship systems align with broader operational tools where appropriate

LEADERSHIP & COLLABORATION

- Attend weekly staff meetings and Coordinating Council meetings
- Staff, directly support, and advise the Property & Finance Commission and Personnel Committee with **clear reports and recommendations**, attending meetings on a regular

basis in consultation with chairpersons. Provide **insight** from an operations perspective to support leadership decision-making

- Collaborate across staff to ensure **clarity, coordination, and accountability**
- Serve as a **key liaison** among facilities, programs, and administrative functions at the congregation

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong **project management** skills with ability to manage multiple active priorities, including the bidding of contracts and management of outside contractors
- Demonstrated ability to **build and implement systems** in operational contexts
- Working knowledge of **facilities management, maintenance planning, and vendor coordination**
- Experience managing **complex scheduling or logistics systems**
- Excellent **communication and relationship management** skills
- High emotional intelligence; able to work across diverse constituencies
- Strong organizational skills with **attention to detail and follow-through**
- Ability to balance **hands-on problem-solving with longer-term improvement**

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business Management or related field, or ten to twelve years of operations or management experience.
- A minimum of three to five years of post degree experience in **organizational leadership highly desirable**
- Experience in a **church, school, nonprofit, or multi-use campus** strongly preferred

WORKING CONDITIONS

This role includes both **office-based and outdoor work** across a five-acre campus. The position requires regular walking of the property, coordination with multiple stakeholders, and **responsiveness to occasional urgent facilities needs** outside of regular business hours.

DESIGN INTENT OF THE ROLE

This position is intentionally structured to:

- Prioritize **facilities and scheduling as core operational functions**
- Build and document **sustainable systems** that reduce complexity and staff dependency and design and document workflows to implement those systems
- Create a pathway to **redistribute or offload scheduling responsibilities within the first year**
- Support a campus that is not only maintained, but **actively enabling ministry and community impact**

Success will be measured by:

- Well-maintained and welcoming campus environments
- Clear, consistent, and increasingly efficient scheduling processes
- Reduced time burden and confusion in campus coordination
- Implementation of systems that allow **shared ownership of operations over time**
- Strong relationships with staff, tenants, and community partners