

Position Profile:

**Operations Manager**

*This profile represents the ideal person sought and the general overview of areas of responsibility.*

**POSITION**

The Operations Manager is a dynamic and driven person with an innate ability to see God's fingerprints on every team member and a passion to maximize their effectiveness by creating clear processes, structure, and by equipping them with tools to help them succeed. The Operations Manager provides overall management of the church administrative and human resources functions, and must be capable of balancing a high level of productivity with management and leadership of others.

**ACCOUNTABILITY**

The Operations Manager will be accountable to the Director of Finance & Operations (DFO), and will provide management and leadership to the Operations Department and the volunteer Safety Team.

**FIT**

The ideal candidate is a dynamic, highly organized and experienced manager with a passion for supporting, equipping and empowering others. This person knows how to create an office environment that is fun, welcoming, healthy and productive. The candidate is a self-starter, highly collaborative and commands exceptional written and verbal communication skills. They can think analytically/critically, and are able to translate concepts into tangible actions with measurable results. This person understands the importance of discretion and professionalism in their role, and can maintain the confidentiality and trust of team members from all levels of the church organization without compromising positive and healthy relationships.

The candidate must possess strong relational skills and the ability to deal with emergencies and those that may be hurting with discretion and grace. This person must develop and maintain a working knowledge of the church management systems and drive innovation to improve utilization and efficiency. This person will collaborate with their peers to ensure the Operations department is providing the most comprehensive and cohesive solutions and services possible. The best candidate is a strong developer of people and will maximize volunteer engagement for both the reception and safety teams.

As one of the contacts for HR matters, the candidate must have experience dealing with a wide variety of personnel situations and has demonstrated an ability to effectively integrate faith with best practices to ensure solutions are holistic and implemented in a manner that embodies our operational values. The candidate will work to develop policies, processes, tools, and training programs with the goal of creating a healthy and productive culture that is focused on equipping, and empowering team members for greater Kingdom impact.

## **EDUCATIONAL EXPERIENCE**

Relevant undergraduate degree is required. Professional credentials in Human Resources preferred. Experience in ministry training is a plus.

## **KEY RESULTS AREAS**

### **1. Human Resources Administration**

*Develop and maintain human resources policies, procedures and processes to ensure consistency and quality in the team member experience. Equip and train managers and team members with the tools they need to succeed personally and professionally in their ministry efforts.*

- Job description management
  - Collaborate with hiring managers & key stakeholders to create job descriptions for new and existing positions as needed
  - Maintain organized filing system for all approved job descriptions
- Recruiting and Interviewing
  - Overall development and management of policy and process for recruiting and interviewing candidates for open positions.
  - Create and communicate a clear process for position requisition requests to management and leadership teams.
  - Coach interviewers and managers in best practices for evaluating and interviewing candidates.
- Development and oversight of the onboarding and orientation process.
- Ensure that Centerpoint Church is compliant with all new HR laws and regulations.
- Facilitate exit procedure and perform exit interviews.
- Keep and maintain all confidential employee files.
  - Ensure appropriate separation for privacy
  - Audit for completeness
- Point of contact for third party benefits administrator.
- Collaborate with the Finance team on FSA plan administration.
- Employee Performance Management
  - Meet with team members to navigate performance issues and conflict resolution.
  - Coach others in best practices for evaluating and managing performance issues.
  - Coordinate staff evaluations and ensure their completion.
  - Assist in the design & implement procedure for evaluations, disciplinary actions, documentation of conversations etc.
- Work with DFO to implement development plans/programs for team members.
- Work with DFO regarding employment matters and conflict resolution.
- Onboard 1099 contractors and keep appropriate records.
- Creation & implementation of relevant policy & procedures

- Create and format policies, procedures and forms.
- Work cohesively with DFO on various special projects as assigned.

## **2. Business Administration**

*Manage and lead the operations department to ensure all facilities & event scheduling is executed well and all pertinent records/information is well organized and easily accessible to appropriate team members. Drive development and innovation in the various church management systems with the goal making ministry more accessible.*

- Provide overall management and leadership to the Operations Department.
  - Coordinate operations personnel to provide an appropriate level of administrative and operational support to other departments. This includes the Operations Coordinator, Staff & Volunteer Receptionists and the volunteer Safety Team.
- Office management and reception supervision
  - Oversee creation of volunteer and staff reception schedule
  - Collaborate with Ops Coordinator to create & maintain an operating manual for reception desk.
  - Oversee Ops Coordinator in purchasing office supplies for church wide use.
- Business insurance administration
  - Annual review and renewal of policies.
  - Facilitate process for workers comp claims.
  - Monthly review of invoices for accuracy.
- Vendor & contract management
  - Review new & existing vendor contracts - make recommendations to DFO.
  - Review all conference/camp/retreat contracts prior to execution.
- Facility lease and usage oversight
  - Communicate and coordinate with tenants & lessors.
  - Review and recommend action on new facility leases/rentals.
  - Ensure all paperwork is up to date.
- Event calendar oversight
  - Oversee Ops Coordinator in the creation of church event & facilities schedules.

## **3. Operations Department Leadership**

*Lead and manage the Operations department, including staff and volunteer team members, with the goal of building a cohesive and healthy team that embodies Centerpoint's FIGCAPS and joyfully lives into the Ops Code.*

- Establish the Operations department as a valuable and reliable resource for all CP staff & volunteer team members
- Attend all pertinent management meetings and provide input as it relates to the various functions of the Operations Dept.
- Maintain clear and consistent lines of communication with the Operations team, the DFO, and defined channels for effective coordination and collaboration with other departments and ministry areas.
- Ensure alignment of department and team member goals with the mission, vision and values of the organization.
  - Develop growth and goal plans for all direct reports to ensure peak team member performance and achieve consistent results.
- Identify and provide reports to the DFO on key performance indicators for each of the key functions of the Operations department.
- Build and lead volunteer teams to multiply effectiveness within the organization
  - Develop the concept for “Volunteer Resources” and drive it’s implementation
- Partner with the Safety Team Director to lead and enhance the Safety Team
  - Document policies & procedures regarding various safety matters for all on campus events and ministries. (e.g. complaint procedure & followup).
  - Provide monthly Safety reports to DFO.
- Oversee Reception Team
  - Supervise and resource Operations Coordinator in building and training reception team.

#### **4. Church Management Systems** (In collaboration with DFO and peers)

*Drive the development and innovation of the church database and business tools with the goal of making management and ministry activities more accessible to team members.*

- Google suite administration
  - Serve as Google suite administrator
  - Develop training for team members to improve utilization and efficiency
- Serve as CP Link (church community builder) administrator
  - Partner with IT Consultant to innovate CP Link usage & train team members
  - Oversee creation of forms.
  - Oversee/perform CP Link maintenance and cleanup.
- Paycom administration and development
  - Serve as Paycom point person for employees
  - Integrate routine HR functions into Paycom for efficiency and accessibility.
  - Communicate and train best practices to the staff team.
- Performance Evaluation System

- Develop & maintain the Performance Evaluation System
- Livescan
  - Manage and oversee Livescan equipment and licensing requirements.
  - Ensure staff and volunteer teams are properly background checked
  - Maintain DOJ system and report to DFO of any discrepancies for both volunteers and staff.

## 5. Safety and Security

Collaboratively develop and implement strategies and plans to provide a safe environment for staff, volunteers, and guests of Centerpoint Church.

- Oversee the Safety and Security Team on Sundays during the morning and evening services.
- Oversee the Safety & Security Manager
- Collaborate with Safety & Security Manager to develop and implement strategies and plans for volunteer Safety and Security teams to serve during all relevant CP events and experiences.
- Oversee team operation and collaboration with other ministries.
- Organize the Safety and Security teams to maximize engagement of team members and maintain a high quality experience for those volunteering.
- Communicate pertinent information effectively with the regarding Safety and Security team to the DFO.
- Ensure CP is compliant with all Safety and Security regulations.
- Review applications and ensure proper background checks are administered
- Maintain Training records to ensure team is adequately trained on Centerpoint processes and procedures

## POSITION EXPECTATIONS

### Time

This position is full-time, exempt Sunday - Thursday. As a leader and member of the management team, it is your responsibility to fulfill the expectations of this role, the execution of assignments to all your direct reports, and ensure collaboration with other departments and ministry areas through clear communication and modeling healthy and effective management and teammanship. Team members serving at this level of leadership should expect to invest the time needed to ensure the success of the department, the broader ministry area, and the alignment of goals with the church mission and vision.

### Staying Current

This position requires an intentional effort to stay current with emerging technologies, laws, and industry best-practices through professional networking, enhanced learning opportunities, and collaboration with other churches and organizations as appropriate.

**Conditions**

- Candidates must be cleared through background check
- Employees will be members of the local church and amenable to the values and doctrine of the Free Methodist Church
- Commit to embracing and demonstrating the values of the church
- Commit to working as a team with people and departments
- Be respectful and kind in all your dealings with staff, volunteers and the people we serve
- Develop your unique voice within the team
- Read and agree to abide by the policies of our Employee Handbook

Centerpoint Church maintains an “employment at will” policy. This means that just as you are free to end your employment with Centerpoint at any time for any reason, Centerpoint is also free to end the employment relationship with you at any time for any reason, with or without cause or advance notice, as long as we do not violate any applicable federal or state laws.

By signing below, I certify that I have read the above information and understand that my employment with Centerpoint Ministries is at-will.

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Employee Name (Print)

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Employee Signature

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Date

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Supervisor Name (Print)

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Supervisor Signature

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Date