



OPERATIONS DIRECTOR

OVERVIEW

This position is responsible for leading Solid Rock's Operations teams consisting of Communications, Finance, and Administration. The primary purpose of this position is to develop and execute operational strategies for Solid Rock Church in order to see the church thrive in transparent gospel-community. This position platforms all other positions to operate to the best of their ability: creating culture, providing resources, and stewarding well what the Lord has entrusted to this church.

A successful Operations Director is a big-picture thinker who creates, executes and instills clear processes to further ministry as it relates to communications, finances, and administration. They are a strong problem-solver, resourceful, and think outside the box. They meet deadlines, are aware of new trends and regulations, and are detail-oriented. This person must navigate challenging opportunities to hold people accountable to a standard, while maintaining thriving relationships. They are open about their weaknesses, are continually working to improve them, and lead their teams to operate in full disclosure as well.

WORK PARAMETERS

Weekly Hours of Service: 30

- Compensation: TBD
- Vacation Time & Sick Time: See SR Employee Handbook
- Supervisor: Elder Body
- Supervises Staff: Finance Manager, Communications Manager, Maintenance Manager & Office Manager

QUALIFICATIONS

- Display Biblical character
- Prefer a Bachelor's degree in business or related field
- Humility, desire to continually improve, and passion to build healthy ministry operations
- Discretion, perseverance, patience, sense of humor, team spirit, and genuinely caring
- Results-focused leadership with persuasive relationship skills adaptable to a variety of personalities and situations

KNOWLEDGE & SKILLS

- Professional-level skills and experience with people, business, and financial management
- Strong teaching and training skills
- Entrepreneurial abilities from big-picture strategy to operational details
- Able to equip and lead team leaders to recruit, develop and inspire people, and set clear expectations and accountability for volunteers



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RESPONSIBILITIES

- Organize and Participate in Lead Staff meetings & decisions
- Lead and Oversee Operations Staff
 - Meet monthly with each Operations staff member for assessment and growth
 - Ensure communication among Operations staff to keep all calendars, announcements, and building use schedules up to date
 - Ensure that Operations staff members are meeting the expectations expressed in their respective job descriptions
 - Work annually to cultivate individual growth for Operations staff personally and professionally
- Oversee Welcome to SR Classes and the connections process for visitors, new members, and onboarding volunteers
- Coordinate events such as Lead Staff Meetings, All Member Meetings, All Staff Meetings, Team Night, All Staff Retreats, Staff/Elder/LT Christmas Dinner
- Manage the annual budget process, oversee salary & benefit studies, working with elders & Financial Audit Team
- Manage the Planning Center suite – the database, reporting, headcount tracking, templates, permissions, etc
- Manage other support platforms such as Dropbox, Calendly, Asana, Microsoft 365, Google, etc.
- Manage the church's assets & purchasing of additional/replacements
- Create and cast vision for the Operations teams
- Recruit and train volunteers for Operations efforts (Communications, Finance, Admin)
- Count weekly contributions with the Finance Manager
- Oversee SR ministry metrics and statistics for measuring church growth and health
- Ongoing training/networking to stay current in changing landscapes of church operations
- Work with Staff and Team Leaders to support church-wide initiatives
- Support teams on Sundays, help mitigate any building issues
- Help with Live Welcome and Closing during Sunday services
- Supervise Teams: Greeting Team, Hospitality Team, Campus Prep Team, IT Team, Events Team & Safety Team