

# **OPERATIONS MANAGER**

Richmond Hill Pentecostal Church is a vibrant and growing metropolitan, multicultural, and multigenerational Pentecostal church in the heart of north Toronto with the mission of exalting Jesus, empowering people, and evangelizing nations.



**Position Scope:** The Operations Manager is responsible for:

- a) Managing the day to day operations of the church including building and property, information technology, security, janitorial, and special events with a view to optimize and improve quality and efficiencies of the operation.
- b) Managing all aspects of Human Resources for the church including hiring, termination, benefits and insurance coverage.
- c) Managing all business initiatives of the church including daycare, before and after school program, tutoring program as well as contract negotiations with the goal of driving revenue and enhancing the community profile of the church.

**Position: Full-Time**

**Salary: Available upon request**

**Start Date: Summer/Fall 2018**

**Benefits: Available following a 6-month probationary period**

## **Responsibilities:**

- a) Oversee and manage all aspects of the church property including landscaping, snow removal services as well as parking lot maintenance.
- b) Oversee and manage all aspects of the church building including renovations, repairs, furniture and equipment installations as well as HVAC maintenance.
- c) Oversee and manage all aspects of the church janitorial services.
- d) Oversee and manage all aspects of the church security services.
- e) Oversee and manage key church family special events such as picnic and banquet.
- f) Oversee and manage all aspects of the church information technology systems.
- g) Manage and improve all critical HR processes, which include recruiting, performance management, training and development, payroll & benefits, insurance coverage, organization, communication and other relevant HR topics.
- h) Provide leadership guidance and counsel to church Board on matters related to talent, employee relations, organizational change, labour law.
- i) Oversee and manage all aspects of the church staff performance appraisal process.
- j) Oversee all aspects of health and safety and ensure all employees have the necessary training.
- k) Assist church Board in the development of the church's yearly operations budget process.
- l) Assist church Board in tendering all quotes for services and work rendered.

- m) Review, analyze and recommend changes/enhancements to business processes, policies and systems to increase efficiency and effectiveness.
- n) Implement and manage a fully integrated strategic marketing and business development plan for a daycare, before and after school program, and tutoring business.
- o) Develop and manage all marketing activities associated with the daycare, before and after school program, and tutoring business.
- p) Lead the hiring process for staffing of the daycare, before & after school program, and tutoring business.
- q) Handle complex negotiations with potential partners and clients.
- r) Oversee operational budgets and forecasting and assist in the development of systems and measures that appropriately assess performance.
- s) Track results and provide regular reports on progress and performance.

**Required Skills and Knowledge:**

- a) Proven leadership skills, particularly change management, consistently delivering great performance, and leading people for success.
- b) High level of mechanical and technical aptitude.
- c) Ability to handle multiple priorities and effectively prioritize and manage time.
- d) Ability to develop and maintain positive working relationships and take direction and criticism in a positive manner.
- e) Flexible and adaptable to changing priorities, with the ability to take responsibility for ensuring that tasks/objectives are successfully completed.
- f) Ability to see and focus on “the bigger picture”.

**Education and Experience:**

- a) University degree or college diploma in a related field.
- b) Minimum 3-5 years operational experience in a continuous improvement role.
- c) Minimum 3-5 years of management/supervisory experience.
- d) Excellent written and verbal communication skills with an ability to effectively communicate with individuals at all levels of the organization.

**Please email a one page cover letter and one page resume to:**

**William Sloos, Lead Pastor  
wsloos@rhpc.ca**

**Only those selected for an interview will be contacted.**