



**POSITION TITLE:** Director of Operations

**DEPARTMENT:** Administration

**SUPERVISED BY:** Lead Pastor

The Director of Operations (DOO) is the key administrator and manager of Living Word Lutheran Church's day-to-day operations. The DOO is responsible for overseeing Office Administration, Human Resources, Financials, Property and all contracts, vendors and legal advisors.

**Hours:** Dependent on candidate skill set

**Job Relationships:**

- (1) Reports to Lead Pastor
- (2) Other Major Relationships: Member of the Senior Leadership Team. Attain and maintain productive, effective working relationships with the pastors, cooperate actively and effectively with all the other church staff, Council members, Executive Committee, and other congregation members to ensure that objectives of the church are met. This job requires extensive interaction with outside individuals, including all vendors, contractors and legal advisors.
- (3) Supervises, directly, the Coordinator of Financial Operations, Office Administrator and Maintenance Coordinator.

**Qualifications:**

- (1) Required:
  - Transparent, authentic, respectful, team-oriented, humble and high integrity leadership.
  - Be a self-starter, with attention to detail and commitment to deadlines.
  - Be a team player that can infuse optimism and have demonstrated flexibility in jobs.
  - Strong written and oral communication skills.
  - Executive leadership experience (either direct experience in or have managed staff who handle contracts, facilities management, HR, finance)
  - Able to respect and preserve confidential information
  - Possess extensive general computer experience, have networking skills, and have worked with databases
  - BS in Business discipline is a plus. At a minimum, must have completed four years of college with a technical degree and experience in Business Administration, or Finance.

### 1. Finance

- Responsible for collaboration and proactive communication with the congregation treasurer, for the financial process and systems used by the church
- Oversee and direct budgeting, audits, cost reports, overall reimbursement, accounting, long range budget forecasting and insurance activities
- Establish procedures to maintain proper records, document control, and to afford adequate accounting controls and services
- Verify and provide first level approval in Bills.com of all spend (invoices, ACH, Credit Card, etc.)
- Responsible for setting up the audit and compliance reviews per the direction of the Council with support from the Coordinator of Financial Operations
- Present the monthly variance analysis and operations activity report at the Finance Advisory Committee meeting and chair meetings in the absence of the FAC Chairperson as well as maintain and manage a rolling action item log to assure proactive progress on agreed actions.
- Oversee and direct the preparation of the financial portion of the annual report
- Address issues raised by the Coordinator of Financial Operations related to budget, financial institutions, donations, assets, vouchers, expense submissions and related
- Responsible for oversight of restrictions related to items identified in the constitution, by-laws, or Policies and Procedure Manual. This includes, but is not limited to, items such as conflict of interest and audit issues. Is also responsible for assuring compliance with governance framework defined within the LWLC constitution

### 2. Human Resources (HR)

- Collaborate with the Personnel Advisory Committee and the Executive Committee:
  - on identifying, screening, interviewing, hiring and retaining qualified staff,
  - to review and develop reasonable documentation and evaluation tools, and then to effectively implement those tools
- Coordinate Performance Appraisal process annually for entire staff and ensure completion by December 1st of each year
- Coordinate and ensure training and competency of all employees
- Oversee the development and execution of: HR procedures for the church, hiring practices for exempt and non-exempt staff, the management of contracted personnel, policies and procedures manual, as well as systems to handle complaints and similar personnel issues
- Assist in development of and maintain criteria-based job descriptions for all staff indicating primary responsibilities and specific performance standards
- Ensure systems are in place for compliance with all state, regional and national regulations related to HR including but not limited to EEO, ADA, FMLA, ERISA, DOL, and worker's compensation
- Provide framework for salary increases based on input from pastors, Council and Executive Committee, the framework for salary increases
- Plan, recommend, develop, and assure implementation of in-service education programs for staff as needed

### **3. Plant and Equipment**

- Maintain proper maintenance, compliance, and records for physical plant (HVAC, plumbing, electrical, security) and for any audiovisual equipment, provide support as needed to the Coordinator of Visual Arts
- Responsible for the local administration of Information Technology (IT) used on campus including but not limited to all financial systems, and Human Resource (HR) systems
- Responsible for risk management of the premises. Provides a brief annual overview for Council as required to discharge their responsibilities for oversight and safeguarding the church's assets
- Responsible for signing all notes, agreements, and other instruments made and entered into on behalf of LWLC, other than those requiring signature by the Lead Pastor or Executive Committee

### **4. Contract, Vendors and Legal**

- Responsible for vendor contracts and service agreements, assuring compliance with negotiated rates, terms and conditions, striving to optimize all providers to maximize the church's purchase power by employing competitive bidding processes and market rate analysis on a biannual basis
- Responsible for vendor analysis, selection and pre-qualification
- Request consultation on an as-needed basis from our legal counsel in consultation with the Executive Committee

### **5. Other**

- Oversee organizational Flow-Chart and operational applications related to same
- Meet with key staff on a regular schedule to review budget performance, and establish measurable goals and accountability
- Operate as a key presence on a day-to-day basis in the office
- Meet weekly or as needed with Lead Pastor

This job description is to be used as a guide for accomplishing the church's objectives, and only covers the primary functions and responsibilities of the position. It is in no way to be construed as an all-encompassing list of duties.