



Collierville United Methodist Church

Vision: Reaching out to transform lives by extending God's love to all.

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## Job Description

### **Director of Operations**

**Classification:** Exempt

**Report to:** Senior Pastor

**Date Edited:** 4/30/2023

#### **JOB DESCRIPTION**

##### **Summary**

The person in this position should be a committed Christian Disciple. The Director of Operations will assist the Senior Pastor in providing leadership for the development of the ministries of our church so that it fulfills God's preferred mission and vision and reflects our core values. Key areas of focus are: Strategic Development of all Ministries, Cultural Development with staff and other key leaders, Facility Operation, First Impressions, and Information Technology. The Director of Operations will also collaborate with other staff on Finance and Human Resources.

##### **Essential Functions**

#### **1. Facility Operation**

- a. Our Facilities are one of Collierville UMC's most valuable assets. The Director of Operations recognizes the importance of our facilities and will work to create a plan for strategic use of our facilities.
  - i. Work with the Facilities Manager to ensure the maintenance, custodial, property care, security, and building usage scheduling for all CUMC facilities.
  - ii. Work closely with both the House & Properties and Trustees Committee as Staff Partner
- b. Oversees and manages the church calendar
  - i. Works with the Facilities Manager and necessary staff or leadership to approve internal & external event room reservations.
  - ii. Works with the Facilities Manager to ensure rooms are setup to specifications
  - iii. Works with external groups to collect appropriate paperwork and fees
  - iv. Ensures the HVAC programming is working properly for all room requests
  - v. Ensures the door locking system is programmed and accurately scheduled
- c. Oversees the E-Space Facility Management software
  - i. Ensures the software is working properly
  - ii. Works with the Facilities Manager to ensure requests are fulfilled in a timely manner
- d. Acts as the "Keeper of Keys"
  - i. Processes and fills requests for keys
  - ii. Manages the master list of all key assignments
- e. Acts as the "Keeper of Tablecloths"
  - i. Processes and fills requests for tablecloths

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Mission: To Know Christ and to Make Him Known



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- ii. Manages the master list of all tablecloths
- iii. Works with the Tablecloth staff ministry partner to ensure proper cleaning

### **2. Financial**

- a. Prepare and submit receipts and invoices to the Director of Finance
- b. Manage the Operations Budget excel spreadsheet
- c. Record all received revenues and expenses into the proper excel spreadsheet.
- d. Prepare and submit PO's
- e. Prepare and submit monthly Credit Card Statements
- f. Prepare the Annual Operations Budget

### **3. First Impressions**

- a. Growing churches have strong retention strategies that hinge on First Impressions Ministry. The Director of Operations will work with the Chair of First Impressions to:
  - i. Cast a vision for the First Impressions ministry at CUMC.
  - ii. Ensure the effectiveness of First Impressions by designing clear processes and procedures for Sunday morning volunteers, guest follow up, and converting guests to members.
  - iii. Manages the Connect Card follow up process
  - iv. Works with the First Impressions Task Team to schedule First Impressions Volunteers

### **4. Information Technology**

- a. The church is increasingly reliant on cutting edge technology to reach new people for Christ and to simply remain relevant. The Director of Operations will keep Collierville UMC up to date in all areas of IT.
  - i. Cast a vision for the use of IT at our church and implement new technology as needed.
  - ii. Work with Higher Ground to ensure all staff have adequate technology to remain effective in their respective positions.
  - iii. Develop and maintain processes and procedures for the proper management of all IT assets.

### **5. Strategic Development**

- a. As a part of the Executive Team, the Director of Operations is a key voice in the strategic development of the church's major initiatives as set forth by the Senior Pastor and Leadership Council.
- b. The Director of Operations assists the Senior Pastor in working with staff and Lay Spiritual Leadership to implement the strategy to move Collierville United Methodist Church toward God's preferred mission and vision.



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- i. Work closely with Senior Pastor, Executive Team, and Lay Spiritual Leadership to determine new ministry initiatives.
- ii. Assists Senior Pastor in leading long-rang strategic planning process for ministry at Collierville United Methodist Church with staff & lay leadership.
- iii. Work with staff to develop strategic plans for their areas of responsibility to fulfill the goals of their part of the vision.
- iv. With Executive Team, provides oversight of ministry objectives and initiatives throughout the church, keeping the overall church aligned with the Senior Pastor's vision and strategy.
- v. Provides leadership for general ministry program development, implementation, and evaluation.
- vi. Provides counsel to the Senior Pastor for programs, personnel issues, and initiatives.
- vii. Works with Administrative Assistant and Supervisors on all new hire and exit interviews with members of professional staff and maintaining up-to-date job descriptions for all clergy and professional staff.
- viii. Work alongside Executive Team, Director of Finance and Finance Committee in the development and implementation of the annual ministry budget.
- ix. Work with Director of Finance, Facilities Manager, Board of Trustees, and House & Properties to ensure efficient and well-maintained facilities and campuses.
- x. Staff Partner to House & Properties, Board of Trustees, and Finance Committee.

### **6. Special Projects**

- Takes on special projects as assigned by the Senior Pastor

### **Competencies**

1. Understand and live out the mission and vision of Collierville UMC
2. Excellent interpersonal skills, the ability to collaborate and work effectively with groups and individuals and to manage conflict
3. Vision - The ability to plan, develop, implement, and evaluate programs and ministries
4. Project Management - A comprehensive knowledge of administration, supervision, management principles and practices, including organization, decision making, and management controls
5. The ability to exercise judgment and discretion in human resource matters and the application and interpretation of church policies
6. Leadership Skills - The ability to build and maintain a strong team through participatory management
7. Personal Effectiveness/Credibility - The ability to establish and maintain effective internal control and working relationships
8. Time Management - The ability to manage a dynamic and fluid work environment featuring multiple projects



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9. Communication Proficiency
10. Confidentiality
11. Serve as a positive Christian role model

### **Supervisory Responsibility**

This position has supervisory responsibilities, such as but not limited to: Facilities Manager.

### **Work Environment**

Experience in the use of standard office equipment and technology. The employee will work both in an office environment as well as public and private venues beyond the church setting.

### **Position Type and Expected Hours of Work**

This is a full-time position.

### **Required Education and Experience**

1. Bachelors degree or equivalent
2. Demonstrated leadership at a high level.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this position. Duties, responsibilities and activities may change at any time with or without notice.

### **Signatures**

This job description has been approved by the following necessary levels:

Direct Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Staff Parish Relations \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_