

Immanuel Lutheran Church & School Job Description

Preamble: It is understood that all who are employed at Immanuel Lutheran Church and School agree to support and work towards the fulfillment of the congregation's/school's mission and vision as set forth in the personnel policies.

Job Title: Director, Operations

Reporting To: Senior Pastor (primarily), School Principal (secondary)

Direct Reports: Human Resources & Accounting Coordinator; Facilities Manager, Information Technology staff

Status: Exempt • Full-Time (35 Hours/Week)

Employment Term: Employment is at-will according to the Personnel Policy Manual

Purpose of the Position

The purpose of this position is to oversee strategy development and operational execution of the following Operations functions in support of Church & School mission: Financial Management/Accounting, Human Resources; Information Technology; Marketing, Communications & Community Outreach; Legal; Facilities Management/Security. This includes leadership support and oversight of the Operations team to align Operations strategies, goals and objectives with the Mission, Vision, and long-term strategic plan of the Church and School.

Academic / Professional Qualifications

- Member in good standing of a Christian Church, preferably Lutheran Church-Missouri Synod
- Christ-Centered focus, personally and professionally
- Bachelor's Degree; preferably within business administration, operational leadership
- Demonstrated professional experience in operational leadership, preferably an expertise in financial management, business management, or people management
- General knowledge and understanding of Facilities Management, Information Technology
- Proven background in leading staff/teams
- Proficiency in Microsoft, Google Suite office Products

Core Competencies & Skills

- Leadership – ability to develop strategic plans; operational execution; sustained results
- Management – oversee staff; including effective development, growth and fulfillment
- Collaborative – able to partner across leadership and cross-functionally as part of team
- Strategic & operational agility – able to adapt quickly in ever-changing environment
- Process Management – champion continuous process improvement
- Project Management - manage multiple projects and priorities concurrently
- Conflict Resolution – able to manage challenging situations with optimal results
- Communication, Presentation skills – effectively share message across various mediums

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Overall Responsibilities

- Oversee the long-term strategic planning process for both the Church & School; in coordination with Church and School leadership; Board of Directors.
- Lead the development/execution of operational strategies aligned with organizational strategic plan.
- Oversee all aspects of the following Operations functions: Financial Management/Accounting, Human Resources (HR); Information Technology (IT); Legal; Facilities Management/Security.
- Ensure all operations aligned with federal, state and local regulations; Church and School.
- Ensure that appropriate processes, policies, controls and oversight are in place.
- Fulfill other related duties as assigned by the Senior Pastor and Principal.

Essential Duties & Responsibilities

Leadership

- Serve as a member of the Senior/Executive Leadership Team(s).
- Direct supervision; development/mentoring of Operations Team, including HR/Accounting Coordinator, Building Engineer, and IT staff.
- Dotted Line accountability to/collaboration with Board of Directors - primary relationship/focus with President, Finance Director, HR Director, Properties Director; Board of Christian School (BCS) Treasurer.
- Participate in meetings of the Board of Directors (BOD) as non-voting member, at the discretion of the President, and also serve on other Boards as assigned.

Strategic Planning and Implementation

- Oversee the long-term strategic planning process for both the Church & School; in coordination with Church and School leadership; Board of Directors
- Lead and/or support Senior Pastor with development and operational execution of various ministerial plans/activities, including engagement of lay leaders/volunteers (and establishment of “champions” pool), congregational feedback and stewardship initiatives.

Human Resources Management

- Oversee human resources (HR) functions across employee lifecycle from hiring to exiting; including onboarding, salary administration, benefit programs, performance management, professional/leadership development, employee engagement, policies/ procedures/ compliance/ administration.
- Lead the development/sustainability of a supportive work environment/positive organizational culture.

Financial Management

- Oversee budgeting, and financial planning (annually and multi-year)
- Develops a culture and philosophy of financial stewardship, transparency, and diligence.

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- Provides for timely and accurate reporting and compliance in accordance with the Immanuel Constitution & By-Laws; and applicable Federal, State, Local regulations.
- Prepare the annual church budget in collaboration with Finance Director, BCS Treasurer
- Monitor all church financial statements on weekly/monthly basis; including development of a monthly/quarterly/annual financial reporting package for senior leaders; BOD.
- Collaborate with other leaders to ensure internal/external audit compliance/effectiveness.

Business Management/ Ministry Support

- Lead the updating, maintenance of Immanuel Constitution & By Laws and Policy Manuals (Church & School).
- Lead and/or support Senior Pastor with development and operational execution of various ministerial plans/activities, including engagement of lay leaders/volunteers (and establishment of “champions” pool), congregational feedback and stewardship initiatives.

Facilities Management, Security, Information Technology

- Oversee the maintenance, custodial/property care, security, space management, and information technology support for Church & School.

Marketing, Communications, Community Outreach

- Collaborate with senior leadership; staff to provide best practices, metrics and overall consultation with the development and execution of all internal and external communication plans and event planning across Church & School.

Vendor Management

- Lead and assist staff in oversight of external vendor performance - legal, insurance, human resource, information technology vendors – including development and execution of vendor performance scorecard for use with vendor and internal reporting.
- Manage the relationship with Commercial Insurance broker/carrier; and ensure optimal, comprehensive, financially sound coverage in place for Church & School
- Own the execution of all contracts across Church & School, including Requests for Proposal as needed and the development of a central repository for all executed contracts.

Measurement/Evaluation

- In addition to “financial measurements”, establish and maintain a set of key performance indicators (KPI’s) that provide the Senior Pastor, School Principal, and staff with ongoing visibility of the effectiveness of all functional areas of the Church & School; both financial and non-financial.

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Work Schedule

The weekly work schedule for this position is determined by the Senior Pastor and Principal according to the needs of the Church and School.

Working Conditions and Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal school/office levels, outdoors and on the telephone; speak in audible tones so that others may understand clearly in normal school/offices, outdoors and on the telephone; physical agility to lift up to 25 pounds to shoulder height and 50 pounds to waist height; and to bend, stoop, sit on the floor, climb stairs, walk and reach overhead.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in a school/school/office environment. Duties may be occasionally performed away from school (i.e. marketing/recruitment events). The noise level in the work environment is usually moderate.