



VillageChapel

Position Title: Operations Director

Reporting Relationships:

- **Primary:** Lead Pastor

Pay Status: Salary

Employment Status: Full-time

Average Work Schedule: 45-50 hours/week

Main Objective

To equip Village Chapel to reach out and raise up disciples for Jesus Christ by leading **Operations** through overseeing **Finances, Human Resources, Facilities, and Communications**. Collaborate with the Strategic Leadership Team to implement and execute an operational strategic plan to realize the Village Chapel Vision and Mission.

Key Result Area 1

FINANCE/LOGISTICS: Oversee the Financial and Logistical needs of the church.

- 1) Finance
 - a) Serve as the Liaison for the Finance Team.
 - b) Ensure best practices are used with QuickBooks, checking weekly that all data is entered correctly.
 - c) Ensure that monthly closeout is completed, and reports are distributed.
 - d) Lead the budget process along with the finance team, coordinate with the Finance Team to develop Yearly Budget.
 - e) Meet with the Finance Team as needed.
 - f) Determine the strategically best systems, tools, and processes to manage all finances for a scalable multisite church model.
 - g) Recruit, develop, and maintain the team of Finance staff and servants to manage all finances for a scalable multisite church model.
 - h) Oversee and monitor: Payroll, PTO, Tax liabilities, Benefits, Finance Administrator
- 2) Logistics
 - a) Collaborate with the Council of Deacons.
 - b) Coordinate with the Deacon Chair to develop meeting agendas and provide quarterly reports based on key metrics.
 - c) Oversee assigned ministries and day-to-day operations.
- 3) Oversee administrative, financial, and facility staff members.
 - a) Meet weekly with assigned staff members.
 - b) Coach and develop team members to be successful in their roles.

Key Result Area 2

HUMAN RESOURCES: Oversee the Human Resources needs of the church.

- 1) Human Resources
 - a) Serve as the Liaison for the HR Team.
 - b) Meet with the HR Team as needed.
 - c) Recruit, develop, and maintain the team of HR staff and servants to manage all Human Resources for a scalable multisite church model.
 - d) Make recommendations to the Human Resources Team about staff compensation and benefits.
 - e) Have primary responsibility for phase 1 and phase 3 for hiring new employees.
 - i) Phase 1 – Update position description, post position description, develop initial interview team, conduct initial interviews, and complete reference checks.
 - ii) Phase 2 (Lead Pastor) – Additional interviews and recommendation for hiring.
 - iii) Phase 3 – Onboarding, training, and ongoing development.

- f) Review all benefits yearly.
 - g) Oversee administration of all benefits including paid time off
 - h) Oversee biweekly payroll process.
 - i) Review and update Policies and Procedures, Position Descriptions, and the Employee Handbook at least yearly.
 - j) Conflict resolution as needed.
 - c) Identify the best tools/resources, develop the right systems and processes, and recruit, develop, and maintain the right team members to achieve organization excellence with a scalable multisite church model.
 - d) Collaborate with the Strategic Leadership Team to determine and develop a scalable multisite church organizational model.
 - e) Evaluate staff members to ensure the team is functioning effectively towards accomplishing the Village Chapel Vision.
- 2) Scheduling
- a) Oversee, administrate, and support staff schedules and time tracking solution.
 - b) Ensure staff coverage/responsibilities for weekend worship are scheduled.

Key Result Area 3

FACILITIES: Oversee the Facility needs of the church.

- 1) Facility
 - a) Maintenance: Work with the Facility Team to keep the facility up to date.
 - b) Meet with the Facility Team as needed.
 - c) Work with the Facility Team to update contracts.
 - d) Work with the Facility Team to ensure there is a Snow Team and Weeding Team.
 - e) Identify and develop the best personnel solution for facility needs, servants, contractors, and staff.
- 2) Future New Location / Multi-Site Church
 - a) Conduct demographic research for new location.
 - b) Identify, secure, and negotiate the facility for future locations.
 - c) Determine logistics for new locations including set up and tear down plan, equipment plan, contracts.
- 3) Technology
 - a) Maintain the network and security system.
 - i) IT Support: Oversee the physical and digital infrastructure to increase staff collaboration and productivity.
 - b) Oversee and determine the technology toolset, team, systems, and processes to allow the team to strategically move towards the Village Chapel Vision. Including:
 - i) Church Management System (CHMS)
 - ii) Phone System
 - iii) Website/App
 - iv) Office/Mail Suite and Collaboration Platform
- 4) Determine and procure equipment needed to move us toward the Vision.

Key Result Area 4

COMMUNICATION: Oversee the Communication strategy for the church.

- 1) Oversee and ensure that the communication strategy for the church is developed and executed, including but not limited to: Email Campaigns, Marketing, Promotional Materials, Mailing Campaigns, Social media posts, CHMS, and consistent branding.
- 2) Coach and develop servants, team members, and systems to effectively accomplish the communication strategy for Village Chapel.
- 3) Identify and implement which communication tools, systems, and processes will allow Village Chapel to advance toward the vision of becoming a missional community disciple-making movement.

Expectations

- Provide monthly reports to the Lead Pastor and meet at least monthly with the Lead Pastor for goal setting, reporting, evaluation, problem solving, and prayer support.
- Work with the Lead Pastor to maintain a current Position Description and Ministry Action Plan.
- Interpret and communicate the vision of Discipleship to Village Chapel and beyond.
- Exemplify servant leadership by actively participating in the staff leadership team.

- Attend and participate in a LifeGroup and at least one worship service each week. Attendance at Saturday worship will be a scheduled rotation with other ministry staff. Sunday morning is a required work schedule.
- Participate in a peer group for encouragement and accountability.

Education/Experience Skill Sets

- Demonstrate a Spirit-filled relationship with Christ and exhibit model Christian behavior in both actions and words.
- Prefer a degree/training in ministry or related experience.
- Ability to process information and make independent judgments.
- Excellent interpersonal skills.
- Ability to prioritize responsibilities and the needs of others.
- Ability to work well with others in a team environment.
- Computer literacy (e-mail; Social Media; Microsoft Office Suite; web editing).

The above position description is intended to describe the general nature and level of work being performed by colleagues assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, qualifications, or working conditions.

This position falls under the procedures and guidelines of the Village Chapel employee handbook.