

CROSSROADS PRESBYTERIAN CHURCH

Administration/Operations Director

Reports to: Senior Pastor/Head of Staff

Effective: 03/28/12

Revised: 04/15/16

12/11/19

Directly Supervises: Administrative Assistants, Communications Coordinator, Facility Managers, Staff Accountant, Pre-School Director, Childcare Coordinator, and Hospitality Coordinator.

Status: Full time

FLSA: Exempt

Job Summary: Strong people leader responsible for the supervision of the support staff and day-to-day operations of the church facilities. Able to work collaboratively with pastoral/program staff, volunteer ministry/project teams, and other key stakeholders.

Essential Functions:

- **Human Resources (HR)**
-Demonstrates competence in supervision as well as recruiting, interviewing, hiring, training, and performance reviews.
- **Office Management**
-Demonstrates competence in creating a professional office environment with efficient and effective workflow to support the pastoral/program staff and their ministry teams.
- **Staff Development**
-Demonstrates competence in people leadership, including team building/development and creating coaching/mentoring relationships.
- **Congregational Leadership**
-Demonstrates competence in working within church organizational structures (session, ministry teams,
- **Information Technology (IT) and Management**
-Demonstrates understanding of IT and ability to work collaboratively with the IT team and outsourced IT vendor to provide, maintain, and train staff in essential information technology.
- **Communications and Marketing**
-Demonstrates competence in communications and marketing strategy, to ensure effective communications in a variety of situations/modalities consistent with Crossroads beliefs and brand.
- **Financial Management**
-Demonstrates understanding of financial principles, and competence in forecasting expenses, coordinating the annual budgeting process, and managing other costs as needed. Maintains appropriate confidentiality.
- **Theology of Stewardship**
-Demonstrates understanding of the biblical basis and its application
- **Property Management**
-Assures that the facilities are well maintained, safe, and that the space is well utilized.

Other Responsibilities:

- Leads weekly Admin team meetings and monthly operations team meetings.
- Participates in weekly leadership staff meetings.
- Participates in monthly session meetings, as necessary.
- Participates in monthly ministry team meetings (Human Resources, Finance Ministry).
- Participates in project team meetings as necessary (Audit, Buildings & Grounds, Safety/Security, IT, Stewardship, Legacy Giving, Foundation).
- Participates in Program Staff and Shared Leadership Retreats.
- Other duties as assigned.

Minimum Qualifications:

- Bachelor's degree, Master's degree preferred.
- Proficient in Office 365/Windows 10. Ability to learn church database software (ACS Technologies) and others as needed.
- Five years business/management experience, preferably in a large organizational environment.
- Leadership and group facilitation skills.
- TCN/NACBA Certification preferred; required within 3 years of hire.

Physical Requirements:

- Able to move freely in and out of different ministry settings.
- Able to speak in a public forum.

Core Competencies:

- **Mission Ownership**
- **Spiritual Maturity**
- **Interpersonal Skills**
- **Developing Others**
- **Hiring and Staffing**
- **Supervising Work**
- **Conflict Management**
- **Decision Making and Problem Solving**
- **People/Volunteer Management**
- **Organizational Knowledge**
- **Priority Setting**
- **Change Management**
- **Leadership Development**
- **Process Management**