

Director of Operations

Reports to: Lead Pastor

Status: Full Time

FLSA: Exempt

Effective Date: January 2026

Job Summary

The Director of Operations serves as a key member of the church staff, overseeing and managing the day-to-day operational functions of the congregation. This position ensures the smooth and effective functioning of administrative systems, property management, communications, volunteer coordination, and special events. The Director of Operations supervises support staff and works collaboratively with pastors, ministry leaders, and volunteers to maintain an organized, welcoming, and mission-focused environment. This role also manages the church database system, supports efficient communication both internally and externally, and helps coordinate activities that enable the congregation to carry out its ministries effectively.

Qualifications and Experience:

- Experience in operations management, administration, or a related field; experience in a church, nonprofit, or community organization preferred.
- Strong organizational, communication, and leadership skills.
- Ability to manage multiple projects and priorities effectively.
- Experience supervising staff and coordinating volunteers.
- Proficiency with church database systems, technology tools, and communication platforms.
- Demonstrated reliability, discretion, and professionalism.
- Commitment to supporting the mission and ministries of the congregation.
- Collaborative spirit with the ability to work effectively with staff, volunteers, and congregation members.
- Strong problem-solving skills and sound judgment.
- Excellent attention to detail and follow-through.

Essential Functions

- Oversee the maintenance and accuracy of the church database system.
- Serve as Volunteer Coordinator, managing recruitment, scheduling, and support of volunteers.
- Oversee food service for funerals and other special events, ensuring kitchen and equipment meet health and safety standards.
- Coordinate on-site funerals with pastors, including scheduling musicians, sound technicians, and funeral coordinators.
- Serve as Office Manager, supervising receptionists, Print Room Coordinator, office volunteers, and other support staff.
- Manage church property, ensuring buildings, grounds, and equipment are maintained, clean, and safe; supervise custodial staff and assist the Lead Pastor and Property Committee in short- and long-term maintenance,

- repair, and improvement planning.
- Receives calls/texts/emails from the answering service during non-business hours and answers or redirects the call to the appropriate person.
- Works with outside non-profit groups in the rental of the building and contracts.
- Collaborate with the Lead Pastor on Neighborhood Engagement Team, Properties Team, and Security Team.
- Prepare monthly census and membership reports for Church Council meetings, and coordinate end-of-year reports for the Zion Annual Meeting and ELCA.
- Participate as part of the Sunday morning office staff in cooperation with other full-time administrative personnel

Shared Staff Core Competencies

- **Collegiality:** Works collaboratively with staff and congregation leaders, fostering positive solutions, clear direction, and a team-oriented approach to support the church's mission.
- **Interpersonal:** Demonstrates strong leadership, active listening, and conflict-resolution skills; holds others accountable with care and engages the congregation with a positive, respectful demeanor.
- **Spiritual:** Maintains personal faith through worship, prayer, and participation in faith growth and service; models humility, openness, accountability, and servant leadership.
- **Process:** Evaluates and improves ministry processes, seeking creative and effective solutions to enhance the congregation's daily, weekly, and long-term operations.
- **Leadership:** Recognizes and develops personal strengths, seeks coaching, empowers colleagues, and ensures effective planning, delegation, and team development.
- **Communication:** Champions clear, proactive communication; ensures events, schedules, and ministry opportunities are well-coordinated, documented, and shared with staff and the congregation.