

Director of Operations & Administration

Job Description

Position Title: Director of Operations & Administration **Reports to:** Head of Staff & Knox Session

Hours: 40 hours weekly, must be available some nights for council meetings

Position purpose and summary:

The Director of Operations and Administration will be responsible for the overall leadership and direction of the church facility and administration teams leading all areas to accomplish the mission of Knox Presbyterian Church. This includes strategic planning, finance planning, development, administration, communications, human resources, and facility operations. As a member of church staff, the Director of Operations & Administration will work alongside the Senior Pastor, Associate Pastor, fellow staff members and councils to pursue the church's vision, in keeping with our mission, discipleship process, culture and values.

Key Duties and Responsibilities:

1. Create a positive work environment and bring creativity and innovation to Knox to enhance best practices; create a motivating team atmosphere in managing not only your direct reports but in all interaction with Knox team members and Knox family.
2. Realm database & ACS software; determine best practices, evaluate, train, implement new programs and procedures for members and staff
3. Serve as staff liaison to councils representing staff and member needs: Personnel, Outreach & Membership, and Technology Councils.
4. Office Contracts – Develop, maintain and regularly review contracts and effective working relationships with key external service providers critical to the efficient operation of the church
5. Google: Manage best practices related to users, groups, calendars, Google drive, and Google site for Knox, staff, groups and alias forwards.
6. Office supplies, order, maintain, evaluate pricing and needs to determine best practices for use and efficiencies. .
7. Human Resources: posting open positions, collect resumes, initial screening, set up interviews, facilitate interviews, hire candidate in conjunction with Personnel, prepare hiring documents, and do initial onboarding. Update Employee Handbook annually, update open enrollment forms, and evaluate medical benefits and potential need for cost comparisons.
8. Human Resource General: ensure Knox is in compliance with posters and any federal or state policy or law changes. Conduct annual Sexual Harassment Prevention Training.
9. Operations for Knox Facility – oversee and facilitate as needed the daily operations of the Knox Campus including the building, grounds and properties.
10. Maintain office equipment and arrange for repairs as needed
11. Website and email blast – backup for updates and content
12. Backup for in person and telephone support M-F for front office during vacations and time off.
13. Oversee budgets for: Personnel, Office supplies, subscriptions, paper, postage, library, name badges and background screening.
14. Manage Amazon account and all emails.
15. Mailings: set up processes and assist with EDDM mailings

16. Attend weekly staff meetings, contributing with updates from general office, councils and Personnel
17. Mediate, refer or resolve members concerns with councils, processes, events etc.
18. Background screening: collect authorizations, send link, review completed information, process and document in realm
19. Annual Report: compile, review, edit organize and produce

Education and Experience: College degree preferred; Experience in a faith based or non-profit environment is preferred. Must have previous experience managing direct reports.

Qualifications: A strong dedication to the Christian faith is of primary importance. Excellent overall computer skills including, Word, Excel, Publisher, Google Drive, Ability to learn new software programs and determine potential applications for improved efficiencies. Ability to make decisions and work independently, highly organized with ability to prioritize and attention to detail. Ability to work in a team environment.

Compensation: Salary and benefits; professional expense allowance; educational expense allowance; paid vacation and holidays, flexible work environment including some remote