Director of Operations: Support Executive Director and senior leadership team to build, maintain and continuously improve operational capacity to support current ministry needs and future scalable growth. Oversee integration of all operations to ensure highest quality, timely and efficient ministry functions. Help determine operational strategy, benchmarks, dashboards, priorities, timetables, follow-up, and evaluation. Responsibilities include oversight to Operations and Ministry Services, Project management, Event management and effectively supervising/managing qualified, competent staff based on current and projected workload. Leads non-pastoral staff in ministry services and operations including Facilities and Property Management, EMS, IT and Database (including events management, safety and security policies and protocol, property and casualty insurance and stewardship of resources). College degree preferred. Six years of experience in project management, operations or equivalent preferred. Several years of staff leadership experience required in non-profit organization. Must be proficient in Microsoft Office. Budget management experience required in operations setting. Working knowledge and competency to oversee church buildings and facilities, including maintenance, construction and utilities. Primarily standard office hours and days (40 hours/week) and serve as point person for all PCPC events of 100 or more people with onsite supervision one Sunday per month and intermittent weekend events. PCPC member preferred but not required. For questions please contact Yuvonda.Gaither@pcpc.org. To view the full job description go to http://www.jobsatpcpc.org. To apply, please send your resume to careers@pcpc.org.

PCPC Job Description

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<th>Job Title</th>
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<th>Department &amp; Ministry</th>
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<td>Director of Operations (OPEN)</td>
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<tr>
<td>Executive Director (Jeff Barber)</td>
<td>Program/Administrative</td>
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PCPC Mission
To extend the transforming presence of the Kingdom of our Lord Jesus Christ in Dallas and to the world.
- We long to worship God together.
- We know and live the Word of God.
- We pray bold and dependent prayers.
- We tell stories of rescue.
- We long to change the world.

General Job Family Descriptor
Leads and/or influences staff and/or lay people. Strategic and tactical decision maker with single ministry influence or ministry services influence. Aligns ministry goals with church vision and direction. Accountable for administration of ministry area or oversight of multifaceted specialty areas. Accountable for ministry or specialty areas results/outcomes. Often serves as intermediary between ministry leaders and lay leaders. Expert in field of responsibility. Evokes followership.

Purpose of Job
Support Executive Director and senior leadership team in operational planning and oversight to ensure highest quality, timely and efficient ministry functions in a way that brings glory to God. Oversee integration of all operations and collaboration in support of all ministry functions. Advisor for all operations-related matters; key contributor to staff culture. Help determine operational strategy, benchmarks, dashboards, priorities, timetables, follow-up, and evaluation. Enhance vision for service, unity, common purpose, and coordination among ministry support and operational needs. Contribute to shaping a culture of high-performance standards in how we perform ministry functions and enhance continuous improvement. Assist with evaluation of staff and church-wide needs and solutions.

Key Job Responsibilities

A. Abide in Christ – Dependent, abiding relationship with Christ personally expressed through the Five Statements of Identity. Pray for PCPC staff, members, ministries, and community.
B. Provide Leadership, Direction, and Oversight to Operations & Ministry Services
- Lead Operations with ministry plan and goals in mind; build operational/organizational capacity to support current ministry needs and future growth
- Evaluate present and future operational needs; develop master plan for staying current and developing future resources effectively and efficiently
- Aligns operational systems and processes with church-wide goals and vision
- Approaches the goal of operational excellence with a ministry-mindset, a view of stewardship and a shepherd
- Works in close partnership with PCPC financial and human resources team to achieve operational budget goals by reviewing trends in operational spending, labor, staffing and other expenses. Recommends operational / process changes as needed. Able to work with all levels of the organization.
- Continually identify and resolve operational hindrances, bottlenecks, and inefficiencies that encumber ministry effectiveness and teamwork
- Oversee/assist staff logistics in construction and relocation projects
- Quality control/primary contributor to excellence (i.e. common area environment, room set-ups, AV presentations, etc.); develop and maintain quality services and systems
- Oversee current vendor / contractor relationships (e.g. Enable, Ministry Platform) and lead future RFPs / contract negotiations for outsourced partners as identified
- Coordinate workflow of Operations staff; supervise annual goals, performance reviews, and development

C. Leadership in Staff Development
- Lead non-pastoral staff in ministry services and operations, which includes Facilities & Property Management, EMS, IT, and Database (including events management, safety and security policies and protocol, property and casualty insurance, stewardship of resources.)
- Support and co-lead Finance and Human Resources with Executive Director
- Builds, coaches, develops and retains qualified, competent staff based on current and projected workload; Promotes continuous self-improvement of staff for optimal performance and potential advancement
- Provides an environment of teamwork, innovation, personal responsibility and communication with all colleagues and staff through an effective process that utilizes feedback, suggestions, and participation to improve processes
- Engenders trust and accountability with colleagues and staff. Provides necessary coaching, development and feedback to staff and vendors for a flourishing team and operational environment

D. Project Management
- Provides strategic thinking and direction in collaboration with colleagues to establish optimized operations church-wide; Provides the tactical abilities to implement systems, processes and best practices for a unified, cohesive operations plan
- Work with staff and lay leaders to define scope, participants, resources, timeline and outcomes for projects
- Design systems to execute plans; employ best practices
- Utilize and provide training in project management software
- Directly manage assigned projects or delegate and oversee to completion
- Oversee progress of projects; troubleshoot and ensure projects are kept on schedule
- Facilitates end-to-end oversight of project management, including post-implementation debriefs and strategy for ongoing maintenance of the project / vendor

E. Event Management
- Serve as point person for all PCPC events of 100 or more
- Develop appropriate templates for excellence and consistency in quality for all events; focus on hospitality and quality
- Engage in planning, coordination all departments’ responsibilities and functions, and execution of church events with attention to detail
- Train and enable volunteers to serve as Event Managers
• Greatly enhance attendee and staff experience through expert and conscientious support

**Education and Experience Required**

College degree preferred. Six years of experience in project management, operations or equivalent preferred. Several years of staff leadership experience required in non-profit organization. Must be proficient in Microsoft Office. Budget management experience required in operations setting. Working knowledge and competency to oversee church buildings and facilities, including maintenance, construction and utilities.

**Qualifications and Competencies**

- Abiding, mature, and dependent follower of Christ
- Must possess godly wisdom and ability to discern
- Must love people and work well with others
- Relational bridge-builder
- Winsome leader
- Strong ability to coach, develop and provide accountability
- Skilled at the art of facilitating hard conversations
- Must possess excellent problem-solving skills
- Strategic and tactical thinker
- Must possess excellent communication skills
- Attention to detail and follow-up
- Highly collaborative
- Ensures excellence
- Strong team contributor; team builder
- Key contributor to staff culture
- Must respect authority

**Job Complexity**

- Lead strategic planning and tactical execution for Operations
- Understanding of big picture and ability to align with church ministry goals required
- Clear accountability for staff and many deliverables
- Ability to integrate multiple ministry/department teams is required for effectiveness
- Must be able to build rapport and healthy relationships with staff leaders, employees, lay leaders, members, vendors, contractors, etc.

**Work Environment**

- Christ centered
- Normal office and church environment
- Non-standard workdays and hours
- Highly relational and people intensive