

**Job Title:** Strategic Operations Director

**Department:** Operations

**Reports to:** Senior Executive

**Effective Date:**

**Job Summary:**

The aim of this key leadership role is to oversee operational strategies for Midtown Fellowship which supports the mission of our church to create a movement of gospel transformation in Nashville through multiple congregations.

The Operations Manager will work closely with the Senior Executive and church leadership to ensure that systems to support the growth of the church family are efficient, innovative and sustainable. The position will have oversight of a portfolio of operational areas, to include financial and HR systems, buildings and facilities management, office management, communications, technology support and central services.

The Operations Manager will provide an operational lead for Midtown Fellowship, developing high-performing partnerships with congregational and ministry teams, and with outside partnerships from whom we can learn and develop in areas of leadership and management.

**Functions & Responsibilities:**

As with all operational leadership roles, we expect that this role will change, develop and grow as the church grows in its mission. The job holder will oversee the daily workflow of the department, and will serve as a member of the Steering Committee and on various Session committees as a staff representative.

**Financial & HR Systems**

- Oversee Accountant
- Oversight of staff finance / budget management, allocation and reporting
- (in concert with Senior Executive) Capital Investments & Projects
- Assist with annual planning and budget process
- Talent Management
  - Oversee hiring process and procedures in line with HR Committee guidelines
  - Oversee on-boarding / off-boarding of employees
  - Maintaining of job descriptions
- (in concert with Senior Executive) Compensation and Benefits
  - Assists with annual or bi-annual salary benchmarking
  - Annual benefits review and management
- (in concert with Senior Executive) Training, Performance and Development
  - Administrate annual personnel review process
- Workplace policies and procedures
  - Create and maintain and a safe, productive and pleasant environment
- Selection and management of HR tools and software

**Central Services / Office Management**

- Oversee Office Manager and Admin Team

- Lead “Customer-focused” approach to provision of services to congregations to assist in the effective advancement of gospel transformation at Midtown Fellowship
- Project Management / Process Improvement:
  - Evaluate movement-wide processes
  - Document processes
  - Project management & sequencing
  - Asana administrator
- Database Management:
  - Compliance rules and access
  - Rules, standards and cleanup process

#### Communications (in concert with Senior Executive)

- Oversees all staff and movement-level communications
- Provide input on congregational communication to ensure appropriate quality, message clarity, and consistency with Midtown Vision.
- Oversees movement communication schedule (Youth, Groups, Movement, etc.)
- Oversees graphic design to ensure brand standards and style guide are followed
- Social/Digital Campaigns
  - Analytics/Reporting on campaigns

#### Technology Support

- Oversee IT/Technology Support
- Purchasing and maintaining all Midtown owned equipment (computers, phones, printers etc)
- Support contact for internet services at all locations
- Onboarding and maintenance of all enterprise software both in the cloud and on computers

#### Buildings and Facilities Management

- Oversee Facilities Manager
- Manages master building schedule and outside events (assisted by building XD)
- Oversight of maintenance
- Assign office spaces when required

### **Education, Skills & Experience**

The ideal candidate will have:

- A bachelor’s degree in applicable field (required)
- CPA or equivalent experience working with budgets, accounting, facilities management, personnel processes and related laws
- At least three years experience of working in operational management in a church or non-profit setting
- An active and committed Christian faith with beliefs and lifestyle consistent with the doctrine of the PCA

Additional skills and experience:

- Ability to function well in a high-paced and at times stressful environment
- Strong supervisory and leadership skills to build high-performing teams

- Ability to process and hold sensitive and confidential information
- Ability to prioritize tasks and to delegate them when appropriate
- Experience working with commercial business partners
- Experience of and enthusiasm for finding the best technology for management purposes
- Proficient with Microsoft Office Suite, Google Suite, Planning Center, QuickBooks and related software.
- Expert knowledge of Asana project management software

Personal Characteristics:

- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Strong analytical and problem-solving skills
- Can work independently and can work through teams and direct reports
- Is a humble leader
- Is open to feedback
- Is not afraid of healthy conflict
- If married, has a healthy marriage that cares for their spouse and or children well  
Approaches daily work as a calling, not a job

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