UPTOWN CHURCH

POSITION DESCRIPTION

Operations Manager

Reports to the Associate Pastor · Part-time, non-exempt hourly
20 hours/week, in the office at least 3 days a week

Purpose

The Operations Manager builds and runs the systems that keep Uptown's Sundays, office, finances, people processes, and leased space at Station West running smoothly. As a central point of coordination for church records, calendars, and administrative needs, this role helps create an organized, welcoming, and efficient environment in which pastors, staff, ministry leaders, volunteers, and members can carry out the work of the church effectively.

Working closely with the Associate Pastor, the Operations Manager turns decisions into dependable routines and follows through reliably. The role calls for strong organization, attention to detail, discretion, initiative, and a heart for serving others.

Core Responsibilities

Office & Front Door 30%

- Keep regular weekday office hours so staff and visitors know when the office is open.
- Answer the main inbox and phone line; welcome visitors.
- Keep the office stocked, organized, and ready.
- Maintain the church calendar and internal database records.
- Keep Google Drive organized and up to date.
- Work with the IT provider to resolve issues as they arise.
- Gather data and prepare the church's annual report for the Central Carolina Presbytery.

Finance Administration 25%

- Collect and code receipts, check requests, and invoices for the bookkeeper.
- Approve expense reimbursements.
- Manage the church card and subscriptions.
- Oversee the church budget with ministry teams, reviewing monthly for accuracy and trends.
- Enter giving into the church database.
- Work with the bookkeeper on year-end statements and the annual audit.

Sunday Operations 15%

- Prepare the weekly Sunday rundown.
- Schedule and serve in the Sunday General Point of Contact rotation, and follow up during the week on any Sunday issues.

Station West, Vendors & Technology 10%

- Submit building requests, book spaces, and coordinate event setups with Station West.
- Track hardware, software accounts, and staff access.
- Track vendor and software contract renewals.

HR & PEO Administration 10%

- Serve as the day-to-day contact with the PEO.
- Run onboarding and offboarding; track time off; keep personnel files.
- Serve as the go-to staff contact for operations and logistics questions.

General Staff Responsibilities 10%

- Attend weekly staff meetings and other important meetings.
- Participate in building staff camaraderie and connection.

Qualifications

- A growing Christian who loves the church, affirms Uptown's statement of faith, and embraces the ethos of the church.
- At least 3 years of operations, office management, or administrative experience; church or nonprofit experience is a plus.
- Available Sunday mornings as part of a rotating schedule, typically one to two Sundays a month.
- Comfortable reading budgets and tracking spending.
- Highly organized and self-directed, with a habit of building checklists and calendars to meet deadlines.
- Handles routine issues independently and brings recommendations on bigger ones.
- Proven discretion with personnel, compensation, giving, and account information.
- Warm, steady, and a team player who sees operations as ministry and enjoys serving the whole church.

Preferred

- Builds and improves operating procedures.
- Familiar with, or comfortable learning, web-based tools such as Planning Center, Expensify, and Google Workspace.
- Experience working with a landlord or property manager.
- Church database reporting and administration.

How to Apply

Please send your resume and cover letter to Alvin Lin (alvin@uptownchurch.org) with the subject line "Operations Manager Application."