



Job Title: Operations Manager

Reports to: Senior Pastor

Summary of the Business Operations Manager's Responsibility

The Business Operations Manager is a generalist role at Washington Street United Methodist Church playing a role in ensuring the smooth and consistent operation, administration, and facility management functions of the church. Providing support to the WS Foundation, WS Child Development Center, Soup Cellar, various groups and ministries. Works closely with the SPRC Committee and Ministers to ensure compliance with church and denominational policies/practices. Coordination of facility maintenance and usage, working closely with staff and volunteers to support ministry programs. In many cases this position also serves as a liaison between the congregation, groups/ministries, and church leadership.

Facilities Maintenance & Operations

1. Manage the upkeep of multiple buildings, including worship spaces, offices, and common areas.
2. In conjunction with Trustees, negotiate, maintain, and coordinate a preventative maintenance plan for HVAC, Boiler Room, Elevator, plumbing, and electrical systems.
3. Oversee property and facilities access, security measures, risk management, and insurance policies.
5. Manage vendor and lease contracts for cleaning, landscaping, and facility upkeep.
6. Ensure compliance with local building codes, safety regulations, and accessibility Standards.
7. Coordinate capital improvement projects, renovations, and all repairs.
8. Responsible for the ongoing care and maintenance of all office equipment, printer/copiers and computer systems.
9. Oversee the purchasing process and maintenance of relationships.

Contract Management and Technology Infrastructure

1. Procure, negotiate, execute, and manage contracts with service providers, ensuring good stewardship of church Foundation, Soup Cellar, and CDC resources
2. Oversee rental & usage agreements for church facilities.
3. Periodically evaluate and recommend for the insurance needs of the church and manage the relationship with our insurance provider.
4. Manage and administer the access security systems used by the church as charge by the Trustees.
5. Supports the church's Trustees in maintaining the Church's technology infrastructure and all resources for ensuring the church stays current with tech trends. Manage the relationship with the church's outsourced IT service provider.
6. Conduct periodic Cyber Security tests / evaluations and make recommendations for adjustments as needed.

Church Office Administration

1. Supervise office and soup cellar staff.
2. Maintain church records, databases, and confidential documents.
3. Ensure compliance with business related UMC governance policies and practices.

Human Resources related responsibilities

1. Administer, onboarding, of church employees including set up of administrative and Technology resources as needed by each individual.
2. Maintain Employment files in compliance with employment record keeping laws.
3. Assist SPRC in the administration of benefits and personnel policies.

Strategic Planning and Leadership Support

1. Collaborate with church leadership to align administrative functions with the church's mission, traditions, and practices.
2. Provide operational insights to support decision-making.
3. Assist in developing policies and procedures that affect the daily life of the church operations and ministries.
4. Serve as the administrative, service leadership, and business face of the church.

KNOWLEDGE AND SKILL REQUIREMENTS

- Bachelor's degree in business or a related field or equivalent experience.
- Ability to manage a complex organization and supervise diverse employees.
- Excellent verbal and written communication skills.
- The ability to manage a consensus decision making process.
- Ability to develop and administer policies and procedures concerning the use of all church properties, and facilities.
- Knowledge of computer systems
- Timely and consistent attendance and availability in the evenings for committee meetings.
- Strong organizational skills.
- Able to prioritize and multi-task, using good time management skills in a fast-paced environment.
- Ability to maintain discretion and confidentiality as the Business Operations Manager will often work with highly confidential information.
- Maintain complete confidentiality, assist as needed in crisis situations, and serve as a helpful and caring assistant to interface with the congregation and the Pastor.
- Exceptional communication skills for clear articulation of complex ideas across diverse teams.
- Ability to lead change initiatives with confidence while motivating teams toward shared goals.
- Strong problem-solving skills combined with a proactive approach to overcoming challenges.

WORKING CONDITIONS

Working conditions are normal for an office environment.

BENEFITS include:

Health Insurance
Standard PTO policy