



Job Title: Director of Operations
Reports to: The Rector (i.e., senior pastor)
FLSA Status: Exempt/Salaried (full-time position)
Direct Reports: Director of Finance and maintenance, cleaning, and security contractors
Schedule: Monday-Friday, occasionally some Sundays. Weekly staff meeting and other meetings as scheduled. This position may require occasional travel and work outside of regular business hours.
Date Updated: April 2026

SUMMARY

The Director of Operations manages the daily business and administrative operations of Palmer Memorial Episcopal Church. This position exercises leadership and oversight over the church's financials, human resources, and facilities, ensuring that the administrative life of the parish operates with integrity and transparency. Working closely with clergy, staff, and lay leaders, the Director of Operations supports the mission of Palmer by stewarding the resources, systems, processes, and facilities that help sustain parish life. In addition to serving as the supervisor of select employees, the Director of Operations is expected to work collaboratively with the Facilities & Grounds Council, the Treasurer, and other ministry leaders.

PRIMARY RESPONSIBILITIES

Financial Management

- Oversee all financial operations of the parish in collaboration with the Rector, Treasurer, and Finance Council
- Ensure accuracy and integrity of accounting processes, including accounts payable, accounts receivable, and general maintenance
- Review and double-check all accounts payable processes for compliance and accuracy
- Supervise the Director of Finance and provide guidance on daily operations
- Ensure timely payment of invoices, reimbursements, and contractual obligations
- Negotiate contracts with on-campus entities
- Assist with financial components of capital campaigns or other major fundraising initiatives
- Ensure that revenue from weekly offerings are counted, recorded, and deposited
- Manage wedding and funeral invoicing

Human Resources

- Manage onboarding, benefits enrollment, and exit processes of employees
- Maintain accurate and confidential employee HR records in accordance with legal and diocesan requirements (including maintaining compliance with diocesan Safeguarding requirements)
- Serve as the primary staff contact regarding HR policies, procedures, and compliance
- Assist the Parish Life Team in scheduling contract workers and drafting monthly security reports
- Ensure adherence to employment laws, diocesan guidelines, and best practices in church administration

Facilities & Operations Management

- Serve as the primary point of contact for all vendor relationships and service providers
- Maintain a list of preferred vendors and monitor to ensure vendor liability coverage is up to date

- Receive and direct all front-office business inquiries
- Manage required permits, inspections, and compliance documentation (e.g., fire, safety, occupancy)
- Report facilities updates and operational needs to the Facilities & Grounds Council
- Oversee space usage and rental agreements, ensuring proper scheduling, communication, and contract management
- Maintain organized systems, processes, and documentation to support the smooth functioning of parish operations
- Supervise maintenance contractor and ensure campus and rectory projects are proceeding as planned
- Serve as primary point of contact for on-campus entities
- Coordinate with municipal organizations to schedule a police officer for Sunday mornings, arrange Sunday morning garage access, and secure street parking permits for funerals, holidays, and special events

Administrative Leadership

- Respond to inquiries related to giving, facility use, and general administrative matters
- Collaborate with clergy and staff on special projects, annual stewardship initiatives, and parish-wide events as needed
- Serve as primary contact for questions related to our church management software, ShelbyNext
- Manage staff out-of-office calendar
- Process registration and accommodations for clergy, staff, and lay delegates to Diocesan Council
- Ensure administrative practices reflect the mission and values of Palmer Memorial Episcopal Church

QUALIFICATIONS

Required

- Bachelor's degree in business administration, or equivalent training and/or experience
- 5 years of experience in business administration, operations, or nonprofit management
- Demonstrated experience with facilities, staff, and vendor management
- Experience supervising staff or volunteers
- Proficiency with database management systems
- Knowledge of HR best practices and basic employment law

Preferred

- Experience working in a church, nonprofit, or faith-based organization
- Familiarity with the Episcopal Church's structure, governance, and reporting requirements
- Experience with ShelbyNext or similar church management systems

Personal & Professional Qualities

- Alignment with the mission and values of the Episcopal Church
- Ability to manage multiple projects and deadlines with flexibility and attention to detail

COMPENSATION

Salary commensurate with experience and fair market value, and a comprehensive benefits package

APPLICATION

Anyone not already active within Palmer Memorial Episcopal Church is invited to email a resume and cover letter to the Rev'd Neil Alan Willard at employment@palmerchurch.org.