

Director of Administration Operations & Facilities

Southwood Lutheran Church

Job Description (full time, exempt):

The Director of Administrative Operations & Facilities leads and coordinates the operational, administrative, and physical infrastructure of Southwood Lutheran to ensure that ministry can flourish in a functional, efficient, and hospitable environment. This role integrates organizational systems, facility management, and process development to serve the church's mission and staff. The Director provides strategic leadership in operations, facilities planning, and risk management, aligning daily practices with long-term ministry goals.

REPORTS TO: Senior Pastor

AREAS OF DIRECT OVERSIGHT

- Financial accounting and processes
- Business Office & Administrative Systems and Team
- Campus Facilities, Maintenance, and Grounds
- Organizational Process and Policy Development
- Safety, Security, and Risk Management
- Vendor and Contract Management

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administration Operations (40%)

- Manage administrative functions including financial accounting, payroll, benefits administration, HR policy compliance, and church record keeping.
- Develop, implement, oversee and maintain operational systems, data tools, policies, and processes to improve efficiency and communication across ministries and the organization.
- Partner with the Senior Pastor and the Finance and Facilities Advisory Board on budget planning.
- Support ministry leaders through process improvement, resource management, budget preparation, and event logistics.
- Lead or support major cross-ministry projects and initiatives that improve workflow and staff collaboration.

Facilities Leadership (35%)

- Oversee the maintenance, functionality, and appearance of Southwood's facility and property.
- Oversee projects, maintenance schedules and service agreements, negotiate vendor contracts.
- Manage all internal and external facility usage to ensure efficient scheduling, hospitality, and safety.
- Lead campus improvement planning and capital project coordination in partnership with the Senior Pastor, the Finance and Facilities Advisory Board, and church council.
- Ensure compliance with safety standards, building codes, and emergency procedures.
- Serve as the primary contact for alarms, emergencies, and urgent maintenance issues.

Team & Leadership (15%)

- Supervise the Administration team, providing clarity of expectations, performance feedback, and professional development.
- Foster a culture of service, stewardship, and collaboration across staff and volunteers.
- Participate in leadership team discussions and staff meetings.

Strategic Projects & Continuous Improvement (10%)

- Evaluate and improve operational and facility processes.
- Lead or assist in strategic initiatives related to sustainability, stewardship, or capital improvements.
- Identify and implement technology or systems upgrades that improve workflows.

EDUCATION, EXPERIENCE, and SKILLS

- Minimum: Associate's degree or equivalent experience.
- Preferred: Bachelor's degree in Business Administration, Operations Management, or Facilities Management.
- 5+ years of experience in operations, facilities, or project management, preferably in a church or nonprofit environment.
- Proven leadership experience managing staff and vendors.

COMPETENCIES

- Strategic Systems Thinking – Ability to support Pastoral staff and ministries with sustainable operational systems.
- Analytical, adaptable – Ability to think comprehensively around a problem and find solutions, making adjustments where necessary.
- Operational Decision Making – Uses input and discernment to drive effective action.
- Planning & Organizing – Sets clear priorities and aligns resources efficiently.
- Continuous Improvement – Proactively refines systems to enhance ministry effectiveness.
- Collaboration – Builds trusted partnerships across departments, volunteers, and outside partners.
- Communication – Strong interpersonal, written, and verbal communication skills.