



Director of Operations

Title: Director of Operations

Reports To: Pastor

Schedule: Full time

FLSA Status: Exempt

Approved date: June 18, 2024

The Davis Community Church (DCC) Director of Operations (DO) will strengthen and advance the church's day-to-day business operations and strategic development. This role reports to DCC's pastor while simultaneously collaborating with Session (the church's governing council) and lay leaders. The DO supports DCC's mission, vision, and values by leading operations strategy, planning, and budgeting; human resources; and general business administration. This role is responsible for supervising church administrative staff as well as advising and supporting Session, the pastor, administrative ministries, and other congregational leaders in business operations matters.

RESPONSIBILITIES:

- A. Recruit, hire, and supervise administrative staff in consultation with the pastor and Session.
- B. Recruit, hire, and supervise financial staff in consultation with the pastor, Finance Ministry, Church Treasurer and Session.
- C. Recruit, hire, and supervise facilities staff in consultation with the pastor, Buildings and Grounds Ministry, and Session.
- D. Coordinate the recruitment and hiring of programmatic staff with the pastor and Session.
- E. Facilitate staff meetings and discussions.
- F. Serve as the primary staff resource for the Ethics & Oversight Subcommittee.
- G. Create and manage the business operations budget in consultation with the Finance Ministry. Approve business operations expenses.
- H. Oversee staff onboarding as well as HR and other required training of all employees, the pastor, Session members and other congregational leaders.
- I. Manage evaluation process, professional development, and any needed performance improvement plans for all staff members (except the pastor), in consultation with the pastor and Session. Make recommendations to Session for salary adjustments.
- J. Provide HR support and regular check-ins for all staff members (except the pastor). Mediate disputes and carry out disciplinary actions for all staff members (except the pastor), working with the pastor as needed. Promptly report and refer any serious misconduct by any DCC pastor, employee, Session or other leader, volunteer, congregant, or program participant to the Ethics & Oversight Subcommittee.
- K. Implement DCC's existing HR and other administrative policies consistently. Make recommendations to Session concerning new policies and changes.
- L. Approve vacation and validate payroll for all employees under their supervision.
- M. Assist Finance Manager with semi-monthly payroll as needed.
- N. Administer all employee benefit plans and workers' compensation.
- O. Conduct periodic comprehensive benefit and compensation reviews.
- P. Manage and update records of staff hires, job descriptions, benefits, vacation/sick leave, work records, evaluations, disciplinary actions, terminations, etc. Maintain personnel files and comply with California rules regarding privacy of employment information.

- Q. Ensure state Live Scan compliance for applicable DCC employees and volunteers, including required training and certifications.
- R. Stay up to date on HR laws, regulations, and best practices. Ensure DCC's compliance with labor law.
- S. Oversee IT administration, including evaluating, purchasing, installing, and maintaining hardware, software and AV equipment.
- T. Oversee purchasing/renting and maintenance of office equipment and major furnishings. Ensure staff members have tools necessary to carry out their responsibilities.
- U. Analyze risk and evaluate insurance needs. Maintain records of insurance coverage and inventory of all furnishings and equipment.
- V. Collaborate with Buildings and Grounds to develop policy and procedures for general site safety and emergencies as well as evaluate and purchase safety equipment and services.
- W. Meet and communicate regularly with administrative ministries (e.g., Finance and Buildings and Grounds).
- X. Report regularly to Session on business operations matters.
- Y. Manage DCC member database.
- Z. Other duties as assigned by Session.

EDUCATION AND EXPERIENCE:

- Bachelor's degree and 7-10 years of business operations experience (including at least 3 years of management experience and at least 3 years of HR experience), or an equivalent combination of education and experience.

SKILLS AND ABILITIES:

- Commitment to DCC's mission, values, and philosophy.
- Demonstrated leadership and supervisory skills, including sound judgment and conflict resolution. Experience developing staff professionally and building solid teams.
- Ability to manage up, down, and laterally to work with a variety of internal and external constituencies. A team player who can interrelate and operate effectively with peers and other associates within a collegial yet demanding work environment. Ability to effectively run meetings and lead workgroups to achieve defined goals.
- Demonstrated ability to learn, communicate, and work effectively and respectfully with people different from themselves.
- Ability to prioritize tasks, balance multiple assignments, meet deadlines, and thrive in a complex environment with multiple and shifting priorities.
- Strong problem-solving skills. Ability to anticipate and overcome barriers to success, and respond proactively and positively to ambiguity and change. Resilience in response to setbacks.
- Strong analytical and budgeting skills. Ability to evaluate initiatives/projects and interpret outcomes.
- Ability to handle sensitive and confidential situations and documentation. Strong knowledge of labor laws.
- Excellent written and verbal communication skills, including ability to explain things in plain language. Ability to research, analyze, and communicate written and verbal reports of key ideas to senior leadership. Ability to read and interpret documents including contracts, invoices, and reports.
- Strong expertise in business operations software with continual attention to detail in data entry.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel, and reach with hands and arms. Must be able to talk and hear to effectively communicate with staff, supervisors, vendors and the public. The employee must occasionally lift and/or move up to 25 pounds. The employee is occasionally required to drive.