

The Presbyterian Church of Jackson Hole

Operations Manager – Job Description

Updated 7/16/15

A. Title: Operations Manager

B. Summary and Purpose of the Position

The purpose of this position is to fulfill the day-to-day operational functions of the church which require ongoing attention and to perform general office work assisting the pastors and staff with executive and clerical duties. The operations manager is one of the primary frontline persons the public will see or with whom they will interact, representing who and what the Presbyterian Church of Jackson Hole is to all visitors or callers. Accordingly, the operations manager must create an environment that is inviting to people who pass through on a daily basis.

Because of the nature of this position, the operations manager must demonstrate a high level of trust and the ability to protect the reputation and integrity of others through strict confidentiality. The wisdom to refrain from indiscriminate sharing of information is critical. The work of the operations manager grows more challenging each year as the church advances and expectations increase. Therein, the willingness to learn new skills, work as a team player, and maintain an overall dependable and accessible approach to the position is significant.

The person in this job must have a caring attitude with the ability to be both empathetic and detached since they will be exposed to many personal problems and hardships. A genuine and biblical servant attitude is essential. This includes the ability to graciously handle unexpected or difficult situations and cranky or demanding people. A spirit of teamwork and a positive attitude are essential. Valuing the diversity of skills, the unique gifts of each individual, and humbling oneself by doing the work of others isn't always easy. But it is rewarding – especially when it is helping further the kingdom of Christ.

C. Qualifications

- A love of God through Jesus Christ, demonstrating growth and maturity in faith
- A strong sense of call, passion and commitment to the ministry of the gospel
- A commitment to PCJH; its worship, fellowship, theology and philosophy of ministry
- A commitment to personal, spiritual, and professional development
- A minimum of a bachelor's degree with experience in operations of an organization
- Demonstrates flexibility, organization, planning and management skills
- Presents a positive first impression through written, verbal, and relational skills
- Works well with others and is a team player
- Ability to lead, delegate and empower teams of staff and volunteers
- Able to multi-task
- Able to maintain confidential information and discretion at all times
- Exhibits attention to quality, deadlines and details
- Knowledgeable in clerical, communication, and computer skills to include literacy in the Microsoft Windows environment (Word, Excel, and PowerPoint), Google email and calendars, website updates on Word Press, Facebook, and data entry programs.

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D. Responsibilities

Communications

- a) Ensure quality and effectiveness of all church communication and correspondence (i.e. Sunday bulletins, weekly emails, monthly newsletter, website, Facebook, lobby TV monitors, signage, and other special correspondence, mailings, or bulletin inserts)
- b) Compose letters to visitors, people who have recently moved to town, and other letters upon request of the pastors, and ensure all correspondence is mailed in a timely manner
- c) Oversee the publication, printing, and distribution of materials for PCJH related meetings
- d) Ensure that the phones and front office are covered at all times during office hours

Office Support

- a) Ensure that all daily opening and closing procedures are completed for the office and facility
- b) Oversee operation and maintenance of all office equipment (i.e. copier, folder, duplicator, postage stamps, computers, internet, Wi-Fi, phones, etc.)
- c) Ensure that PCJH is equipped with all necessary office supplies
- d) Ensure PCJH Google calendars are up-to-date
- e) Audit monthly credit card statements, distributing copies to staff, entering into spreadsheets and submitting to bookkeeping
- f) Coordinate bank deposits, check requests, signing of checks, and mail pick up and distribution
- g) Prepare for and attend all PCJH Council meetings on the third Tuesday of every month (i.e. set up room, provide all printed materials, ensure dinner is provided and cleaned up)

Human Resources

- a) Support Senior Pastor and Personnel Team in administering all human resource policies and procedures as it relates to the PCJH Personnel Manual
- b) Maintain all personnel files (with the exception of salary information); assist Personnel Team in submitting all paperwork to accounting and Board of Pensions for payroll changes
- c) Prepare timesheets and the recording of vacation time for submission to PCJH's payroll firm. Pick up and distribute paychecks to all staff.
- d) Ensure all new employees go through a New Employee Orientation by working directly with the new employee's supervisor. Ensure all new employee paperwork is complete.
- e) Keep employees informed about all personnel procedures, deadlines, vacation accrual and usage, and special insurance and flex spending enrollments
- f) Manage Safe Church Policy, ensuring all staff, elders, deacons and CYF volunteers have completed all Safe Church required paperwork and training. Ensure that PCJH is doing everything required in the adopted Safe Church Policy
- g) Conduct periodic Safe Church Training and manage all Safe Church files and paperwork

Congregational Life

- a. Ensure there is a congregational host on Sunday mornings and Wednesday evenings
- b. Ensure that volunteers are recruited for all necessary roles for Sunday mornings and Wednesday evenings, and other special events when needed
- c. Ensure that the chapel and sanctuary are equipped with all necessary supplies for Sunday
- d. Maintain the church database with current and complete information for all members and regular attendees. Ensure all staff is aware and trained to use database effectively.
- e. Maintain church records, files for Clerk of Council, membership, baptisms, weddings, and other necessary reporting to the Presbytery of Wyoming or PCUSA denomination

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- f. Follow systems and procedures to ensure visitors and new members are effectively and timely assimilated into the life of the congregation (i.e. welcome pads, follow up correspondence, welcome dinners, invitations to church information class, volunteering, etc.)
- g. Work directly with the Senior Pastor to coordinate a quarterly church information class (i.e. invitations, RSVPs, childcare, food, and all printed materials)
- h. Work directly with the Congregational Life Team to assist their efforts in hosting regular fellowship events and creating opportunities for people to plug into various fellowship groups
- i. Oversee the periodic publication of a PCJH church-wide directory

Buildings, Grounds and Vehicles

- a) Plan and oversee building maintenance, custodial maintenance, ground maintenance, vehicle maintenance, equipment, security, and safety functions for the church
- b) Establish, implement and enforce all facility, grounds, and vehicle policies and procedures
- c) Respond to work requests in a timely manner
- d) Ensure that an accurate calendar detailing all activities for each room of the facility is maintained and made available to all staff, avoiding scheduling conflicts
- e) Accommodate in-house and out-of-house facility use requests, giving priority to PCJH activities
- f) Develop and oversee the annual Buildings and Grounds budget with the assistance of the Buildings and Grounds Team and Maintenance Specialist
- g) Schedule work shifts, special event coverage, room setups, and special cleanings
- h) Manage the distribution of keys for facility and vehicles
- i) Manage PCJH's insurance policy to ensure all people and assets are properly protected. Keep informed of insurance changes, adding and maintaining driver log, submit claims, and monitor premium changes.

Other

- a. Assist the pastors in scheduling meetings, correspondence, and other duties as assigned

E. Supervision

The Operations Manager reports directly to the Senior Pastor. An annual performance review will be done by the PCJH Personnel Team. The Operations Manager will supervise a team of employees to accomplish the above tasks. The Operations Team currently consists of the Receptionist; the Congregational Host; the Maintenance Specialist; and the Custodial Service.

F. Accountability

As with all staff, the Operations Manager is accountable to Jesus Christ, Head of the Church, and to the Council of PCJH through its Personnel Team.

G. Compensation

The Operations Manager will be compensated with a competitive salary and full medical and dental benefits. Full-time employees also receive holiday pay, vacation days, and sick days. After three years of full-time service, the Operations Manager will be eligible for the PCUSA pension plan. The Operations Manager will also receive a 50% discount on all childcare programs for their direct dependants (i.e. Little Lambs Preschool, the Wednesday After School Program and J.O.Y. Summer Camp).