

## TLLC Job Description Form: Director of Operations

<b>Department:</b> Operations	<b>Pay Classification:</b> Manager
<b>Reports To:</b> Sr. Pastor	<b>FLSA Status:</b> Full-Time Exempt
<p><b>Job Summary:</b> The Director of Operations has primary responsibility for the day to day operation of the congregation: including supervision of operational staff and all contractors. This person will facilitate the programmatic staff and BOM as they translate the church’s vision into specific ministries. Align operational and programmatic staff, facilities, infrastructure and finances to support of Ministry Objectives</p>	
<p><b>Minimum Required Education:</b></p> <ul style="list-style-type: none"> <li>- Bachelors degree in business or related discipline; or equivalent experience.</li> </ul>	<p><b>Minimum Required Experience:</b></p> <ul style="list-style-type: none"> <li>• Prefer 5+ years of management experience with at least 2 years of nonprofit or congregational responsibility.</li> <li>• A personal sense of mission to this position at TLLC is willing to learn and embrace TLLC governing documents and ELCA policy, practice, and doctrine.</li> </ul>
<p><b>Required Knowledge, Skills, and Abilities:</b></p> <ul style="list-style-type: none"> <li>- Accounting principles and practices</li> <li>- Operations management</li> <li>- Excellent interpersonal communications skills.</li> <li>- Excellent facilitation skills.</li> <li>- Excellent organizational and record-keeping skills.</li> <li>- Transparent leadership skills.</li> <li>- Ability to supervise people and manage programs and projects.</li> <li>- Ability to present oneself professionally.</li> <li>- Ability to maintain confidentiality.</li> <li>- Ability to prioritize, be flexible, and deal with ambiguity.</li> </ul>	<p><b>Essential Job Functions:</b></p> <p><b>Operations Management</b></p> <ul style="list-style-type: none"> <li>• Supervise and administer all operational functions, using best practices, ensuring that all funds, physical assets, and other property of TLLC are appropriately safeguarded and administered. This includes: facilities, campus, bookkeeping; IT and telecom; communications and events coordination, support to the TLLC council and congregation.</li> <li>• Ensure systems, procedures, and practices provide for a safe and secure place to gather, according to best practices, City of Austin and state of Texas requirements.</li> <li>• Lead the resource prioritization and allocation process (money, facility, staff, and time) to ensure that resources are deployed appropriately.</li> <li>• Communicate with an open and transparent style with church leadership and members.</li> <li>• Ensure currency with all governmental and compliance requirements.</li> <li>• Create, and implement budget approved annually by the Congregation.</li> <li>• Charter, recruit and provide guidance to support committees necessary to support the efficient and effective delivery of ministries and church operations; e.g., Facilities, IT/Telecom, Finance, and Communications.</li> <li>• Serve as a visible resource at key events, including annual meeting, weekly services, special events and council meetings</li> </ul> <p><b>Support to Senior Pastor, Council and Board of Ministries</b></p> <ul style="list-style-type: none"> <li>• In conjunction with the Council and Board of Ministries, develop and execute a 3-year operational plan; updating annually.</li> <li>• Support the Council with appropriate and necessary information to make informed decisions.</li> <li>• In conjunction with clergy, staff and Council President, ensure compliance of staff with TLLC governing documents, personnel policies, and ELCA policy, practice, and doctrine.</li> <li>• Anticipate and proactively address potential issues reporting as needed to Senior Pastor and Council.</li> <li>• Plan and participate in other ministry responsibilities as agreed upon with the Senior Pastor and Council President.</li> </ul>

- Anticipate and proactively address potential issues pertinent to Sr. Pastor and TLLC Council leadership responsibilities.

**Supervision**

- Manage direct staff and contractors in support of TLLC operations, events, and ministries (see organization chart).
- Ensure employees have job descriptions and performance plans. Conduct periodic performance and compensation reviews.
- Manage contractors and commercial relationships that provide services to TLLC (custodial, internet/phone, HVAC, fire and safety, printing, plumbing, construction, and so forth).

**Human Relations:**

- Recruit, hire, train, motivate, and supervise operational staff contractors and, delegating as appropriate. Responsible for all promotions and terminations of direct reports.
- Act as Human Resources administrator maintaining up to date HR records and documentation, and policies
- Administrative systems support for confidentiality and child protection background checks.
- Coordinate staff development support activities for all staff members and congregational leaders.
- Foster and encourage volunteerism. Maintain a registry of projects, leadership opportunities and tasks suitable for volunteers. Recognize barriers to volunteerism and remove them.
- Champion continual improvement. Institutionalize processes and best practices, so they don't have to be rediscovered as staff and volunteers turnover

