



TITLE: Operations Manager

REPORTS TO: Lead/Senior Pastor

RELATES CLOSELY WITH: All Pastors, Council, Staff, Leaders, and Volunteers

OBJECTIVE: To provide the operational culture, structure and support systems that will enable the church to function efficiently and effectively consistent with our visions and values.

The Operations Manager will operate in four key areas:

1. Operations Management

- Champion the development of systems and infrastructure by all ministry and support areas that supports healthy, long-term growth of the church.
- Identify, plan, and implement church procedures, processes and systems that streamline our ways of working related to administration, finance, human resources, supply, and facilities management.
- Work with church leadership and external specialists to ensure policies, procedures and guidelines are identified and adopted for review by the council in a timely manner
- Work with the Treasurer and bookkeeper to ensure that all the financial regulations and requirements are met and that appropriate financial procedures are in place
- Manage the church's insurance and compliance arrangements
- Oversee the maintenance and operation of computer, information, technology, and communication systems.
- Provide support to church council as required. This may include attending council or committee meetings as a non-voting member and working with senior leaders, Chair, Secretary, and treasurer to manage church business.

2. People Training and Development

- Ensure appropriate training is in place for all staff and volunteers
- Support ministry reviews and development of annual plans aligned to our strategic plans □
Oversee the hiring and evaluation of staff.
- Makes recommendations for salary and benefit adjustments to the Church Council for the annual budget, according to strategic plan and established policy.
- Development of, documentation of, and adherence to the Employee/Policy Handbook, By-laws, and procedures.

3. Facilities Management

- Provide leadership to Building Services Technician in defining and implementing facility or operations strategy, structure & processes
- Collaborate with the facilities teams in providing strategic direction and growth & maximizing synergies between church and rental initiatives
- Ensure a multi-year strategy and roadmap in conjunction with general operations, system contingencies and upkeep

4. Communications

- Ensure that all relevant church news and activities are effectively communicate
- Ensure the website remains current and co-ordinate the output of the church's social media channels
- Contribute to bi-weekly staff meetings and other activities to clarify and execute the goals, objectives, and programs.

Resources:

- A desk and all that is required to perform your duties will be provided to you to perform your duties and tasks.
- If working remotely, all work in progress and documents to be stored/accessed from the church server, remote log in can be provided for this purpose.
- All materials, documents and equipment are the property of Riverside Community Church.

Dress Code:

The culture of Riverside Community Church is that of a Business Casual or Smart Casual atmosphere. All employees are representatives of Riverside and are expected to dress in an appropriate manner that is clean, neat, and represents the Lord and the church well. It is our expectation that the dress code of the staff reflect this in modesty, discretion and professionalism. Tattered jeans, bra straps showing and cleavage are not appropriate in a business casual setting. Avoid tight or baggy clothing; business casual is classic rather than trendy.