



DIRECTOR OF OPERATIONS

Christopher Nord

General Job Description: Be a welcoming presence to all. The Operations Director has primary responsibility and is accountable for the planning, development, and implementation of the physical operations of the church and all its physical assets and peripherals. The Operations Director serves as the primary point of contact and accountability for facilities, campus development, risk management, safety and security, information technology, human resources, support teams and back-office management, including payroll and accounts payable. This role is responsible for at least two direct reports, including the Maintenance Director and the Business Administrator, and will develop, monitor and assure compliance with a pre-approved calendar of activities in support of scheduled repairs and maintenance of all physical and technical assets, and a business calendar of activities in support of scheduled business processes and reporting, including standardized and ad-hoc reports required for all internal and external stakeholders and agencies.

The Operations Director will drive compliance with the defined operating deadlines and assure data integrity. The Operations Director will be the 'owner' of the church's operating policy documents, including LWL Policies and Procedures Manual, and for assuring compliance with both the church's defined policies and practices and applicable Synod-defined business policies. The role is responsible for the administration of the Information Technology (IT) used on the church campus and will serve as local administrator for all IT systems, including but not limited to financial systems, procurement systems, donor management systems, and Human Resource (HR) systems.

The role is responsible for Vendor Contracts and Service Agreements, assuring compliance with negotiated rates, terms and conditions, striving to optimize all providers to maximize the church's purchase power by employing competitive bidding processes and market rate analysis on a bi-annual basis. The role is responsible for monthly comparative variance analysis of actual expenditures vs. budgeted expenditures by category. All variances above a pre-agreed threshold will be reported to LWL stakeholders within agreed timeframes documented within the approved business calendar. The role is responsible for the development of cash management strategies, to be presented and agreed with Council as part of the annual budgeting process.

As a direct report of the Lead Pastor, the Operations Director is a member of the Senior Leadership Team and will work energetically to turn our vision into action; by helping us use our gifts and resources together as a well-coordinated, collaborative church enterprise. Working closely with the Lead Pastor, other Executive Team members, the Finance Advisory Committee, the Budget Committee, the Audit Committee, and the Personnel Advisory Committee, the Operations Director will manage a team of staff and volunteer leaders and liaise across all areas of operations thereby bringing increased focused, alignment and care to the cohesive management of the enterprise of ministry at Living Word.