

OPERATIONS MANAGER

OUR MISSION

Our Mission at GracePoint Church is to point people to Jesus by loving them like Jesus and walk alongside them to develop into a fully engaged follower of Jesus. We describe this process in just three words: **Meet, Know, Follow.**

GENERAL DESCRIPTION

Reporting to the Executive Pastor. The purpose of the Operations Manager is to lead campus Operations, including Facility, Communications, HR, and Security. This leader is a champion for systems & structures that will support ministry teams. We are looking for a visionary implementer who can take a concept, run with it, and elevate it beyond the initial idea. You will be given a starting point, but your true value will be in your ability to independently explore, refine, and improve the original vision.

Classification: Non-Exempt; Hourly // **Status:** Full Time // **Team:** Operations // **Supervisor:** Executive Pastor

WORK SCHEDULE

- Flexible schedule. Weekday and Weekend hours may be necessary.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Work with Leadership to clarify and advance vision, goals, and strategy.
- Identify, plan and implement new Church Procedures, Processes & systems that streamline our ways of working.
- Support Executive Pastor in planning staff meetings.
- Support the Executive Pastor in the yearly ministry planning process.

- Oversee that church personnel are equipped with necessary computer and technology tools needed for their ministries.
- Ensure that church office runs smoothly and efficiently, including office equipment and communication systems. Provide on-going training for church staff to ensure best practices.
- Oversee the Creative Arts Content Creator to ensure that all relevant church news and activities are effectively communicated. This includes keeping the website updated and coordinating the output of the church's social media channels.
- Oversee the Facilities Manager to ensure maintenance, custodial, property care, security, and building usage scheduling for all GracePoint facilities.
- Assist Office Manager with time tracking and time off procedures, employee on-boarding and off-boarding.
- Manage Compassion Fund to help those in need at GracePoint.

COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Emotional Intelligence** - Manages difficult or emotional situations; responds promptly to needs; solicits feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a

positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

- **Change Management** - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change.
- **Ethics** - Treats people with respect; inspires the trust of others; works with integrity and ethically.
- **Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.
- **Judgment** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **Safety & Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions.
- **Initiative** - Asks for and offers help when needed. Undertakes self-development activities.

To align with GracePoint's **Core Values**, the individual should demonstrate the following personal qualifications:

- **A Place to Belong**
 - GracePoint is a safe place to be a part of something bigger than ourselves.
- **Everybody is Welcome**
 - It's more about the journey forward than any experience in our past.
- **Uncensored Truth**
 - The challenging truths of God are taught in a direct but gracious way.
- **Vibrant**
 - Church is exciting, engaging, and yes, even fun!
- **Generous**
 - We respond to a generous God by willingly giving our time, our expertise, and our money back to Him.

- **Relevant**
 - We worship and learn about God using words, examples, and definitions that are used in our culture today.
- **Excellence**
 - We strive for the best in everything we do. This is our response to a God that gave us His best.
- **Team**
 - Every, single one of us is needed to accomplish the mission.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- Ability to plan, execute, and monitor projects, managing timelines and resources effectively.
- Skill in analyzing workflows to identify and implement improvements for efficiency and productivity.
- Strong ability to lead, motivate, and manage a team, as well as delegate tasks and resolve conflicts.
- Proficiency in collecting, analyzing, and interpreting data to measure performance and drive strategy.
- Excellent verbal and written communication skills for interacting with all levels of the organization and external parties.
- A strong ability to both imagine and execute is essential.
- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of GracePoint Church. (<https://gracepointkitsap.com/beliefs/>)

PREFERRED REQUIREMENTS

- Bachelor's degree in Business, human resources, or a related field preferred (or equivalent experience).
- Experience in working in a large church setting of over 1000.

PHYSICAL REQUIREMENTS

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 50 pounds).

PERSONAL LIFE REQUIREMENTS (POST HIRE)

- Model biblical understanding and maintain a consistent personal devotional life;
- Model biblical commitment and become a member of GracePoint Church
- Model biblical family life before the body and regularly attend worship service with your family;
- Model biblical integrity and conduct personal life in a manner consistent with GracePoint core values;
- Model biblical community; and
- Model biblical generosity and financially support GracePoint Church.

PAY & BENEFITS

Hourly Salary Range: \$28 - \$36 per hour

Benefits

- Medical, Vision & Dental
- Retirement benefits
- Paid Holidays = 11 days

Annual leave benefits:

- Vacation = 2 weeks
- Sick = 2 weeks
- Personal = 1 week
- Flexible work week between Christmas and New Years.