

New City Church

Operations Director

Position Overview

The Operations Director at New City Church ensures the church runs smoothly and effectively by overseeing day-to-day operations, finances, serve teams, community groups, guest assimilation, Sunday hospitality, and events. This role combines administrative leadership with hands-on ministry, helping people connect with Jesus and with one another. As the Sunday point person, the Operations Director leads volunteers, creates welcoming environments, and supports the church's mission through organizational excellence and servant-hearted leadership.

Foundational Responsibilities:

- › The foundation of your job as a New City Church employee is to walk with God, spending daily time in His Word and prayer so that through his Holy Spirit you are increasingly conformed into a Christlike follower of Jesus.
- › Be a reliable team player by demonstrating a servant's heart and having the ability to set aside personal preferences for the greater good of New City Church and her mission.
- › All staff must be excellent members of their local church. Therefore, all staff must pursue membership within 90 days of employment and then be a member in good standing.
- › All staff are expected to affirm New City's beliefs and teachings as outlined in our partnership material and communicate to their supervisor if there ever comes a time when they can no longer affirm New City Church's beliefs.
- › All staff are expected to be an above reproach representative of New City Church in their community and online.
- › Continue growing personally and professionally through personal discipleship, conferences, reading and exchange of ideas with others in ministry.

Job information

Title: Operations Director

Reports to: Lead Pastor

Status: Full-time

Required Holidays: Christmas & Easter services

Additional benefit: Last week of the year is essential work only

Principal Accountabilities

- **Financial**
 - Work with bookkeeper and payroll provider to ensure accurate financial reports
 - Implement and monitor the church budget; distribute monthly reports to ministry leaders.
 - Ensure departments are staying within budget by distributing monthly reports
 - Ensure quarterly giving statements and financial reports are distributed
 - Partner with Lead Pastor to implement strategies, goals, and vision

- **Work with Dylan to implement strategies, goals, and vision**
 - Work on organizational projects for New City with Dylan as assigned
- **Partnership / Follow-up**
 - Track partners' involvement in New City
 - Follow up with new partners and help them take next steps.
- **Lead Community Groups Ministry**
 - Lead and oversee all community groups at New City
 - Meet with group leaders regularly (monthly check-ins)
 - Send out the weekly community group leader guide
 - Create and manage the onboarding process for new group leaders
 - Grow number of groups proportional to the church's growth
 - Place new group members promptly; track progress in Trello
- **New City Serve Teams / Sundays**
 - Recruit and onboard new serve team members (first impressions, production, setup/tear down)
 - Schedule hospitality, production, and setup/tear down team members weekly; ensure all roles are filled
 - Send weekly serve team email with assignments
 - Ensure first-time guest gifts, coffee, and hospitality supplies are stocked
 - Run point on setup, teardown, and serve teams each Sunday
 - Oversee Portable Church logistics (box truck maintenance, load/unload systems, Sunday scheduling)
- **New Guest Follow-up**
 - Input connect card info each Sunday and ensure follow-up happens promptly
 - Assign guest meetings/follow-up tasks in Trello and track progress
 - Ensure every guest receives clear communication and opportunities to connect
- **Events Lead**
 - Plan and execute church-wide events according to church calendar
 - Coordinate logistics, volunteers, and resources for each event
 - Delegate responsibilities and ensure smooth execution
- **Production/video**
 - Work with Lead Pastor on graphics, video projects, and social media
 - Provide camera/video editing support as needed
- **Pastoral Care**
 - Meet with new people and those in need as needed
 - Preaching occasionally as assigned