

Job Title

Director of Operations

Position Summary

The Director of Operations oversees and executes the day-to-day administrative operations of Riverside Community Church (RCC), ensuring organizational effectiveness across financial processes, human resources, communications, facilities, and staff coordination. Reporting to the Lead Pastor and collaborating with the Executive Team, the Director of Operations plays a key role in supporting ministry leaders and staff to fulfill RCC's mission efficiently and faithfully.

Essential Job Duties

Financial Operations

- Coordinate with the Finance Deacon or Finance Team on financial workflows, including management of the church credit card, transaction approval, and bill processing.
- Input weekly giving data into the church management software and process offerings for weekly deposits.
- Manage and maintain online giving platforms and associated records.
- Serve as liaison to outsourced bookkeeping provider for all financial processing.
- Assist Riverside staff members and ministry leaders in managing their budgets for day to day operations, advising on budget policy and remaining funds as needed.
- Maintain accurate and secure financial and administrative records.
- Provide the Finance Team with administrative support and information to guide ongoing operational discussions and the annual budgeting process.

Communications Management

- Act as the primary point of contact for all external communication, including phone, email, app, and general inquiries.
- Produce and distribute weekly church-wide email communications.

- Maintain and update the master church calendar within the church management software.
- Assist with process queues and forms in the church management software in coordination with the Executive Team.
- Manage RCC's social media presence across platforms, ensuring alignment with church vision and tone.

Staff Operations & Team Coordination

- Manage internal staff communication platforms (e.g., GroupMe, shared Google Docs, church calendars).
- Coordinate with the Lead Pastor to manage staff operations.
- Collaborate with executive team members on individual ministry visions and goals, managing their progress and execution as needed.
- Schedule and facilitate weekly staff meetings and strategic planning sessions.
- Organize staff team-building activities and events in coordination with the Lead Pastor.

Human Resources-Related Responsibilities

- Assist with onboarding of new staff (collect forms, set up accounts, provide policy documents).
- Help administer payroll by preparing and submitting necessary information to the payroll provider.
- Maintain confidentiality of sensitive staff information.
- Support benefit administration (distribute information, collect forms, answer basic questions, liaise with benefit providers).
- Serve as a point of contact for routine staff questions about HR policies and procedures.
- Track staff reviews and evaluations to ensure they are scheduled and documented.

Office & Facilities Management

- Oversee the organization and supply levels of church office spaces, including equipment and materials.
- Manage kitchen organization and inventory.

- Manage cleaning and janitorial services, including supply ordering.
- Coordinate use of church facilities for both internal and external events, ensuring adherence to building use policies.
- Coordinate with the Buildings & Grounds Team on facility maintenance and landscaping needs, to include interacting with contractors as a liaison when needed.

General and Spiritual Expectations

- Attend weekly staff meetings and other leadership meetings as needed.
 - Maintain a consistent work schedule with regular in-office hours.
 - Uphold behavioral and spiritual standards as outlined in Scripture, Riverside bylaws, and the RCC Employee Handbook.
 - Practice regular rhythms of spiritual disciplines (prayer and scripture reading).
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Qualifications

Required

- Proven experience in office or administrative management.
- Strong organizational, communication, and project management skills.
- Proficiency with Microsoft Office Suite, Google Workspace, and database or church management software.
- Experience managing budgets, vendors, and team logistics.
- Ability to prioritize multiple responsibilities and work both independently and collaboratively.

Preferred

- Prior administrative or operations experience in a church or nonprofit environment.
- Familiarity with tools such as Planning Center, Mailchimp, Canva, or similar platforms.

- Experience supporting senior leadership in strategic coordination and communication.
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Knowledge, Skills & Abilities

- High attention to detail and accuracy.
 - Professional, friendly communication style (written and verbal).
 - Ability to manage confidential information with discretion and integrity.
 - Initiative-driven with a solutions-oriented mindset.
 - Strong time management and ability to work across departments effectively.
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Physical Abilities

- Must be able to sit, stand, and move for extended periods.
 - Occasional lifting of office or supply items (up to 25 lbs) may be required.
 - Capable of navigating building spaces and assisting with light setup for events.
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Work Environment

- Exempt, full-time role, salaried (40 hours/week).
- Reports to the Lead Pastor.
- Coordinates with the Executive Team and other staff.
- May supervise administrative aspects of other staff roles as needed.
- Work schedule includes regular weekday hours, with occasional evening/weekend events.

- Primarily on-site at Riverside Community Church office and facilities.