



**Redemption City Church
Baltimore, MD
Operations Director Role Description**

Planted in 2018 in the heart of Baltimore City's fastest-growing neighborhood, Redemption City Church is a young, thriving, multi-ethnic congregation. RCC's vision is to become a church-planting movement fueled by the gospel that reaches Baltimore and cities around the world.

Title: Operations Director

Type: Full-Time, minimum of 40 hours/week (*Sunday gatherings, staff hours, and additional support for various one-time, recurring events*)

Overview

The Operations Director is a full-time role responsible for facilitating, leading, and executing all church operational activities at Redemption City Church (RCC). This person will directly support and coordinate the Executive Pastor or his designee. The Operations Director is primarily focused on all operational functions and the needs of RCC. These operational functions include, but are not limited to, financial, generosity, marketing and communication, hospitality, facilities, and human resources.

Responsibilities

I. RCC Staff and Leadership Support

- a. Communicate effectively with ministry team leaders, teams they lead, staff, and the congregation
- b. Work with a coach to regularly set, monitor, and achieve ministry goals aligned with RCC's broader vision
- c. Pray for RCC, staff, serve teams, and members
- d. Maintain a healthy work/life balance in agreement with a pastoral coach, engaging in personal and professional development
- e. Engage fully in RCC's covenant membership alongside their family
- f. Participate in staff meetings, coaching sessions, and annual staff retreats, among other rhythms
- g. Champion RCC's mission, vision, and values
- h. Actively shepherd staff, members, and guests
- i. Consistently engage in a multiplication mindset in ministry with serve teams, leadership, members, and the lost

II. Essential Functions

- a. Oversee 8 primary areas of church function: 1) Finances, 2) Facilities, 3) Human Resources, 4) Information Technology, 5) Administration, 6) Worship Day Experience, 7) Marketing and Communications, and 8) Financial Development
- b. Provide top-level leadership and facilitate team multiplication in each area of responsibility
- c. Recruit, equip, and empower serve team members and leaders to advance the operational aspects of ministry and mission
- d. Ability to coach and lead others in excellence

III. Finances

- a. Build and oversee a team responsible for all financial bookkeeping and reporting
- b. Oversee, lead, and ensure timeliness, completeness, and accuracy of the budget each year for presentation to the elders and congregation
- c. Oversee the creation of and monitor all church financial statements on a monthly basis

IV. Facilities

- a. Oversee a team to ensure excellent facilities.
- b. Coordinate and oversee all facility improvements and projects
- c. Oversee the maintenance, custodial, property care, security, and building usage scheduling

V. Human Resources

- a. Oversee all human resource functions, including salary bands, benefits, performance appraisals, professional development process, role descriptions, personnel manual, recruiting, hiring, onboarding, training, and offboarding of all staff
- b. Oversee the coordination of all changes to payroll

VI. Information Technology (IT)

- a. Oversee all IT vendor relationships
- b. Ensure proper IT functionality at RCC
- c. Proficient knowledge in appropriate computer skills and procedures
- d. Oversee the purchase, maintenance, and operation of all IT systems and programs

VII. Administration

- a. Ensure compliance with all governmental bodies and other entities
- b. Perform any administrative functions assigned by the executive pastor of operations
- c. Oversee setup and maintain systems and best practices in all operational ministries
- d. Ensure all operational functions are organized and maintained properly
- e. Oversee special projects as assigned by the executive pastor
- f. Ensure church office facilities run smoothly and efficiently, including office equipment and communication systems.
- g. Provide ongoing staff training and support teams.

VIII. Worship Day Experience

- a. General oversight and responsibility for all non-service aspects of events, including the worship day experience
- b. Operate in complete coordination, support, and communication with service-related functions, including, but not limited to, worship, preaching, and production.

IX. Marketing and Communications

- a. Coordinate with the communication and marketing director to ensure excellent quality of all websites, electronic communication, collateral, and initiatives
- b. Ensure all church events and information are properly, timely, and effectively communicated through the proper channels

X. Financial Development

- a. Build and oversee teams to launch successfully operating additional sources of revenue
 1. Sources of revenue include, but are not limited to, bookstore, online store, facility rental, fee-for-service programs, and affinity revenue
- b. Research, apply for, and oversee the implementation of potential grants
- c. Oversee, manage, and lead in the implementation of a robust RCC philosophy of generosity
- d. Oversee and manage multiple forms of generosity
- e. Oversee, develop, and implement all generosity initiatives

Qualifications, Requirements, and Experience

- Mature and growing Christian committed to living a life above reproach that honors God
- Committed to discipleship and the Great Commission
- Flexible, adaptable, coachable, and teachable
- Demonstrated capacity to lead and administrate
- Exceptional model of personal integrity
- Communicative, organized, reliable, and committed to excellence
- Self-starter with a Christ-like attitude who exemplifies [RCC's culture](#) and embodies [RCC's values](#)
- Agreement with the [RCC vision, mission, and beliefs](#), and acknowledges that they must complete the membership process of Redemption City Church (if not currently a Covenant Member)
- Undergraduate degree, advanced degree preferred
- 2+ or more years of experience in operational leadership
- 2+ or more years of experience in financial development or a related field
- Able to meet the physical demands of performing the job
- Able to regularly work daily on-site in a professional environment and have reliable transportation
- May require some travel for training, conferences, and retreats

Resumes may be sent to the Executive Pastor, Bill Voelp, for consideration.
(email: bvoelp@rccbaltimore.org)