

Director of Operations

Reports To:	Business Administrator
Supervises:	Property Manager, Food Services Manager, Recreation Ministries Director, Receptionists
Classifications:	Full-time, Senior Staff
FLSA:	Salaried, Exempt
Effective Date:	July 2026

Job Summary

Covenant Presbyterian Church is seeking an experienced Director of Operations to serve a dynamic congregation and its growing ministries. The Director manages an annual expense budget of approximately \$800,000 and oversees operations of a five-acre urban campus, supervising five direct reports and their teams across property management, food services, recreation ministries, and front office reception, as well as outsourced technology services. The Director also serves as the principal liaison between operations, the Business Administrator, and the Property Committee. The Director plays a pivotal role in ensuring Sunday worship and the church's weekly ministries and programs run smoothly. The Director sets standards of excellence across operations areas, reviews and approves department budgets, and manages operational, facilities, and technology risks, including cybersecurity.

Duties and Responsibilities

- Supervise property, food service, and recreation ministries team leaders and provide strategic guidance to these ministry areas.
- Supervise front office support staff, including administrative, facility-coordination, and vendor-facing responsibilities.
- Manage short-term facility usage and long-term leases for all campus properties, including the church and Arosa house and condominiums, setting rental rates in coordination with the Business Administrator.
- Evaluate and manage technology services vendors; oversee IT systems and develop internal policies and procedures; audit the current technology stack to identify redundancies and cost efficiencies; and recommend a technology roadmap to support future growth.
- Establish and maintain cybersecurity risk management practices, including oversight of vendor and third-party technologies.
- Recommend and oversee implementation of campus safety practices, including security infrastructure, policies, and training; remain knowledgeable of insurance requirements.
- Ensure emergency preparedness plans are current, posted, and practiced regularly; coordinate responses during emergency situations, including fire, flood, or other property incidents, during and after business hours; conduct incident investigations; provide corrective action recommendations; and maintain accident and incident records.
- Review and approve annual budgets prepared by property, food service, and recreation ministries team leaders; and identify and execute cost-saving initiatives and efficiencies.
- Review monthly financial statements and discuss variances and corrective actions with the Business Administrator.
- Direct the maintenance of church facilities and grounds; recommend future use of the Cornerstone endowment fund; establish and maintain measurable standards for facility upkeep and cleanliness.

- Ensure vendor contracts are properly bid, negotiated, coordinated, and completed according to church standards; oversee vendor performance, quality standards, timelines, and cost controls; maintain a contract log.
- Coordinate with team leaders to maintain inventories of all church property, including vehicles, HVAC systems, kitchen equipment and food, copiers, laptops and workstations, security equipment, and other assets.
- Establish performance metrics for facilities, food services, recreation ministries, IT, front office, and provide monthly reporting to the Business Administrator.
- Provide professional service-oriented support to church members to help facilitate lay-led initiatives and resolve challenges as needed.
- Regularly participate in staff meetings, and occasionally attend committee meetings, staff retreats, and events.
- Maintain a personal professional development plan and meet annual goals.

Qualifications

- Undergraduate degree in business or related field and/or equivalent experience.
- Minimum of 5 years' experience providing operational leadership in business office management, facilities management, and/or nonprofit or church operations.
- Experience supervising, coaching, mentoring, and/or training other organizational leaders.
- Experience with IT systems administration, cybersecurity initiatives, and/or technology vendor management.
- Familiarity with risk management, safety, or security programs.
- Strong analytical and financial management skills with experience overseeing P&Ls.
- Working knowledge of building systems, maintenance operations, and safety standards.
- Proficiency in Microsoft Office Suite and related business applications.
- Ability to maintain confidentiality.
- Ability to prioritize competing priorities and meet deadlines in a fast-paced environment.
- Excellent communication, negotiation, and strategic planning abilities.
- Experience working with nonprofit boards, committees, or other volunteer governance structures preferred.
- Familiarity with smart building technology, energy efficiency, and automation platforms a plus.

Physical Requirements: Requires prolonged sitting, some bending, stooping, stretching, standing, and lifting to 30 pounds occasionally. Requires hand-eye coordination and the ability to sufficiently operate a computer and other technology equipment. Requires normal and/or correctable range of hearing and vision.

Work Conditions: Work in an office environment, involving contact with staff and the congregation. Work requires mobility throughout the campus, including outdoors in various weather conditions. Work requiring deadlines that may include multiple interruptions that can be stressful at times. Regular workweek is Monday through Friday with occasional evenings and weekends.

This position description is not intended to be a comprehensive listing of activities, duties, or responsibilities that are required for this role.

Contact

Email resume and cover letter to careers@covenantpresby.org.