

# CHRIST CHURCH

## Job Description

### **Chief of Staff/Director of Operations**

#### **Exempt, Full-Time**

February 2021

#### **Overview**

This position provides the operational and administrative counterpoint to the Lead Pastor position of Christ Church. The partnership between these two roles is essential to the smooth and productive ministry work of the staff and congregation. The Chief of Staff works under the direction of the Lead Pastor to provide, with him, leadership for the CCEB staff. The role is conceived as a key point of connection and continuity between ministries, staff members, congregants, teams, and committees and the specific duties of the role are shaped to complement the Lead Pastor and serve the needs of the church to accomplish its mission and vision. The Lead Pastor and Chief of Staff must have a strong, trust-based, relationship that results in a seamless working partnership.

#### **Key Responsibilities**

##### **Staff Management**

In conjunction with the Lead Pastor, provides day-to-day management of the staff and makes sure that people, processes, and resources well support ministry objectives and initiatives.

- Oversee staff members in regards to ensuring they are accountable to their ministry goals, pursuing spiritual, emotional, and relational health, and continued leadership development
- Coach and support staff members; provide accountability
- Facilitate good collaboration and communication between staff members and teams
- Assist in resolving conflict or issues in the workplace
- Create and maintain systems to help the staff function effectively
- Serve as an ex-officio member of the Personnel Team and make recommendations to the team for changes in staffing structure, compensation, and/or benefits. Manage personnel budget and maintain current comp/benefit information
- Work with the CCEB Pastor to organize yearly staff retreat as well as ongoing education and development of the staff
- Work with others to provide staff celebrations and recognition program

##### **Communications/Marketing**

Holds ownership of all church communications and works with staff and lay leaders to create (or oversee the creation of) content that “looks and feels like Christ Church” both internally and externally in support of the ministries of the church.

- Oversee broad communication initiatives that use various media, including website, social media, mailchimp, snail mail
- Ensure continuity and consistency in all church communications holding to established standards, including graphics.
- Coordinate stewardship communications, including fall pledge campaign, quarterly statement letters, and year-end giving campaign
- Oversee Digital Engagement ministry

## **Operations**

Sound management of the operations of the church is essential to help all aspects of church ministry to function at their best. Works hand in glove with the Operations Manager to:

- Ensure established standards of practice are maintained in all areas
- Maintain human resources best practices and ensure compliance with internal policies as well as state and federal employment regulations.
- Accountable for Personnel-related processes and policies, including consistency and fairness in compensation recommendations, benefits, policies and procedures. Develop and maintain performance review processes.
- Ensure the facilities of the church are used to undergird/facilitate all mission aspects of the church
- Support the Facilities Ministry Team as needed for special projects
- Manage the day-to-day operations and equipment of the Christ Church office

## **Facilities Management**

Working in partnership with the Facilities Team, responsible for the maintenance of the Christ Church facilities and landscaping at 2138 Cedar Street.

- Responsible for the facility security and safety
- Vendor management for repairs and maintenance and custodial services using green building practices as possible.
- Represent Christ Church in all dealings with the City of Berkeley and Alameda County including for all property tax situations
- Responsible for scheduling/managing events and tenant rentals for 2138 Cedar Street and for providing for event supervision as necessary. (Or, manage Event Coordinator)
- Ensure compliance with all ADA regulations and guidelines
- Maintain good relationships with Christ Church neighbors

## **Strategic Initiatives/Special Projects**

Participate in church's strategic planning efforts by:

- Organizing support/plans for new initiatives, structures, or ministries
- Identifying implications of proposed strategic directions
- Serving with special teams to assist with coordination and implementation of vision and program strategies

## **Financial Oversight/Accounting**

Serves as an ex-officio member of the Stewardship Team, oversees Stewardship communications, and works in conjunction with the Church Treasurer to:

- hold the overall responsibility for the integrity of the accounting structure of the church
- prepare annual church budget with staff and Session teams
- monitor giving and operations cash flow to ensure ongoing financial health of the church
- Own the risk management function of the church
- Manage the church insurance policies, ensuring appropriate coverages, renewal schedules, and filing of claims.

## **Desired Background and Skill Set**

- Growing and deepening faith in Jesus Christ
- Maintain a life of integrity that reflects a genuine faith in Christ
- Team player
- Understanding the life of a church, its structures, and community with ability to partner with the pastoral staff to facilitate ministry well
- Strong record of effectiveness as a leader, manager, and decision maker

- Strong written and oral communication skills with the ability to create content that reflects and aligns with the ethos of Christ Church
- Team builder who can bring out latent skills and talents in others
- The ability to understand and interpret financial statements; knowledge of church bookkeeping a plus
- Good analytical skills
- Forward thinking and creative to keep systems and processes current and effective
- Familiar with insurance needs, banking, taxes, and governmental and legal requirements related to non-profits
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook), Quickbooks, Planning Center
- College degree with at least 5 years of management and operations experience; a Master's Degree in business or equivalent with business and/or entrepreneurial experience is desirable.

**Works with:** Staff, Session, Personnel and Stewardship Teams, Volunteers

**Attends:** Weekly Staff meetings, Monthly Session Meetings,  
Stewardship and Personnel Team Meetings

**Directly Supervises:** Operations Manager (HR, Bookkeeping)  
Digital Engagement and Communications Coordinator

**Provides support and guidance to:** Church Treasurer  
Team Leads of Stewardship and Personnel

**Reports to:** Lead Pastor

**Hours:** Full time (40+ hours per week)

**Proposed**

**Schedule:** Monday - Friday, some weekends and evenings  
Sunday rotation a possibility

**Back up:** Operations Manager, Church Treasurer

**Hire Contingencies:**

- Hire contingent on passing a background check
- Hire contingent on passing Livescan fingerprinting
- Hire contingent on passing a credit check