

Position Description: Director of Operations

Messiah Lutheran Church is a congregation of the Evangelical Lutheran Church in America. We welcome and actively invite people of all ages, races, ethnicities, nationalities, sexual orientations, gender identities, gender expressions, relationship statuses, socioeconomic statuses, disabilities, and mental and physical conditions into full participation in the body of Christ. We believe our God given purpose and mission is to be a Spirit filled congregation grounded in Jesus Christ, nourishing our local community in body, mind and soul in Rotterdam, New York.

The Director of Operations is classified as an full time employee who reports to the Pastor & Executive Director or other Head of Staff as designated by the Congregation Council.

Job Overview

The Director of Operations will oversee preparation of worship materials and oversee the orderly running of all programming of the Faith Center and the Rotterdam Community Center, as well as overseeing all clerical functions of the congregation, carrying out that work in line with the vision, core values and long-term objectives of Messiah Lutheran Church.

Responsibilities and Duties

1. Prepare, print, assemble and electronically distribute leaderguides for Sunday Mass and Holy Days in collaboration with the Worship & Music Ministry Team, the Pastor, other worship staff, and volunteers.
2. Prepare, print, assemble and electronically distribute bulletins (including children's bulletins as needed) for Sunday Mass and Holy Days in collaboration with the Worship & Music Ministry Team, the Pastor & Executive Director, other worship staff, and volunteers.
3. Prepare, print, assemble and electronically distribute bulletins for weddings and funerals in collaboration with the respective families and the Pastor & Executive Director. As wedding and funeral preparation typically takes additional work hours, the Faith & Spirituality Coordinator & Business Administrator will be paid an additional \$50 per service in cash by the respective family the service is being prepared.
4. Keep accurate schedules of all Outside Groups on Faith Center and Rotterdam Community Center premises.
5. Maintain roster of worship assistants and send weekly reminders to worship assistants with any special instructions before each Sunday Mass and Holy Day.
6. Support Messiah Committees, staff and volunteers in promoting the Faith Center and Rotterdam Community Center and its programs (print and digital), including maintaining bulletin boards, designing and printing flyers and communicating RSVP lists.
7. Keep accurate contact information including email addresses and phone numbers for leaders of all Messiah Committees, Community Partner Organizations and Outside Groups who use space on Community Center premises.
8. Communicate to all Messiah Committees, Community Partner Organizations and Outside Groups when the Community Center is closed due to weather or unforeseen circumstances.
9. Prepare flower dedication chart and bulletin dedication charts annually.

10. Answer the office telephone during work hours and forward voicemails to food pantry leaders, rostered leaders or other staff and volunteers at the faith center. Answer all emails, phone calls and social media inquiries associated with the Community Center with support from the Pastor & Executive Director and the Advisory Board as needed.
11. Sort mail for both facilities, submit expense forms for all invoices received to the Treasurer and maintain file of expense form copies for the annual audit.
12. Assist Messiah Committees, Community Partner Organizations, Outside Groups and their volunteers in setting up and using spaces or find volunteers as needed.
13. Ensure correspondence is received by the Pastor & Executive Director, relevant staff, officers and other volunteer leaders as needed, including from email and social media accounts.
14. Maintain all records for both facilities in line with the *Records Retention Policy* and in collaboration with the Secretary:
 - a. Select files to go into the parish archives, digitize noteworthy documents.
 - b. Maintain virtual and hard copy parish register by recording new member welcomes, baptisms, funeral, weddings and other membership changes.
 - c. Maintain files on Google Drive and parish website.
 - d. Review parish register with Pastor & Executive Director annually in preparation for the Annual Report of the Congregation and ELCA parochial reports.
15. Prepare, print, assemble and electronically distribute *The Messenger* on a bimonthly basis, including coordinated folding, labeling and mailing with volunteers.
16. Prepare and electronically distribute *The Weekly Update* email bulletin.
17. Maintain office supplies, ensure printer maintenance and order custodial supplies as needed for both facilities.
18. Collect all contracts and documents associated both facilities and process all space use fees and other monetary contributions.
19. Attend weekly staff meetings, monthly Worship & Music Ministry Team meeting, monthly RCC Advisory Board meeting and Congregation Council as directed.
20. Hold daytime office hours at both facilities and oversee the implementation of all policies and procedures.
21. Support the Pastor & Executive Director and the Development Committee in financial development of the Community Center.
22. Oversee the work of the Bookkeeper, the Parish Musician, the Custodian and program interns.
23. Ensure regular maintenance on health & safety equipment and support the Property & Grounds Committee in fulfilling maintenance requests for both facilities.
24. Prepare necessary documents for the Annual Meeting of the Congregation and other Special Meetings of the Congregation as follows:
 - a. Collect reports from Committee Chairs for Annual Report.
 - b. Enter data, review for accuracy, arrange layout and run copies.
 - c. Have report packets available for distribution Sunday prior to meeting.
 - d. Prepare reports for special meetings as arranged with the Senior Pastor and President.
25. Support the five ministry teams of the congregation as follows:
 - a. Prepare mission support mailings in collaboration with Mission Support Chair and the Financial Secretary.

- b. Assist the Care & Concern Committee with printing/ ordering cards and other materials as needed.
- c. Assist the Faith Formation Ministry Team in outreach and form collection for Youth & Family events.

26. Other duties may arise that require assistance as time allows, to be negotiated with the Pastor & Executive Director or other Head of Staff.

Compensation/ Benefits

1. Salary based on experience as negotiated with Personnel Committee, with an average of forty hours of work a week expected.
2. Three weeks of paid vacation after a ninety day trial period, with coverage of work necessary for the ongoing ministry of the congregation arranged beforehand.

Skills and Qualifications

1. High school diploma required and degree of higher education preferred; long term experience in lieu of degree may be considered.
2. Demonstrated skill and competency in clerical work, organization, web and social media technologies.
3. Be able to pass a background check.
4. Ability to work well with others and participate collegially with the Pastor & Executive Director, staff members, congregational leaders and volunteers.
5. Agree to abide by all policies and procedures found in the employee handbook.
6. Demonstrated skill or ability to self-teach in platforms including Microsoft Word, Zoom, Google Docs/ Sheets/ Slides/ Forms/ Calendar, Canva, Adobe Express, Weebly/ Square, Facebook, Instagram, CRM software and Mailchimp.