

Operations Administrator

STAPLES MILL ROAD BAPTIST CHURCH | GLEN ALLEN, VA

PURPOSE OF THIS POSITION:

The Operations Administrator plays a vital role in ensuring the smooth and effective functioning of church ministries, communications, and facilities.

SUMMARY:

This multifaceted position supports both the pastoral team and ministry leaders by managing internal systems, connecting members and ministry teams, coordinating events and resources, maintaining communication channels, and overseeing facility maintenance. The ideal candidate is detail-oriented, tech-savvy, and has a heart for supporting church ministry through behind-the-scenes organization and administration.

KEY RESPONSIBILITIES:

1. Manage church-wide communications across digital and physical platforms
2. Administer the Church Management System (ChMS), including data entry, reporting, and integration with other systems
3. Support ministry teams by facilitating nominating, logistics, resourcing, and communication
4. Track and coordinate facilities system maintenance
5. Serve as a backup for office and financial administrative staff when needed
6. Assist with program and event planning and execution, including space reservations and support coordination

QUALIFICATIONS:

1. A growing and vibrant relationship with Jesus Christ.
2. Agreement with the doctrinal beliefs and mission of Staples Mill Road Baptist Church.
3. Experience in church administration or commercial or nonprofit operations
4. Strong written and verbal communication skills for crafting clear, concise, and engaging content across various platforms (email, web, social media, print)
5. Experience and skill in crafting graphic media to communicate using available tools such as Canva, Photoshop, Illustrator, or similar products.
6. Proficiency with digital tools and systems, including Church Management Software (e.g., Breeze, Planning Center, Realm, etc.), Microsoft Office, and Google Workspace
7. Ability to manage multiple projects and prioritize tasks in a dynamic environment
8. Familiarity with facility scheduling and basic maintenance coordination
9. Detail-oriented with strong organizational and record-keeping skills

10. Ability to graciously collaborate with pastors, ministry teams, volunteers, and vendors
11. Comfortable adapting to new technology and learning new platforms
12. Have a heart for ministry and a willingness to serve in a supportive, behind-the-scenes role.
13. Be a member in good standing at SMRBC or a local sister church.

DETAILED RESPONSIBILITIES:

1. Manage church-wide communications across digital and physical platforms.
 - a. Identify and manage appropriate outlets for promotion of news and events such as the website, newsletter, Sunday morning announcements, social media, email alerts, banners, signage, or other outlets.
 - b. Gather promotional information for news and events, such as purpose, target audience, time, place, cost, sign-up process, and the contact for further information.
 - c. Develop text and graphics to effectively communicate for news and events & post to appropriate outlets.
2. Administer the Church Management System (ChMS), including data entry, reporting, and integration with other systems.
 - a. Assist pastors in inputting and retrieving needed information.
 - b. Setup new processes and groups as needed and requested by pastoral staff.
 - c. Create and manage forms for member communication, sign-ups, or resource requests.
 - d. Setup and manage facility, resource, and calendaring utilities within church management system, tying into external software tools as necessary and helpful.
 - e. Coordinate with Financial Secretary to export or sync giving and member contact information into fund management system, accounts payable, etc.
3. Assist the Properties Committee to identify, track, and schedule maintenance, inspections, and replacements on HVAC, plumbing, electrical, fire, and similar systems.
 - a. Maintain a list of HVAC units, tracking repairs, maintenance done, outstanding issues, etc.
 - b. Track and coordinate elevator inspections and repairs.
 - c. Track and coordinate fire system inspections and repairs, including alarm system, sprinkler system, kitchen hood, and fire extinguishers.
 - d. Track and coordinate needed and in-process electrical and plumbing repairs, maintaining plans of key item locations (breaker boxes, timer clocks, hot water pumps, etc.).
 - e. Track and coordinate other needed inspections, repairs, and replacements, including backflow preventor, grease trap, water filters in kitchen and water fountains, kitchen hood filter cleanings, and similar items.
4. Assist the Nominating Committee to connect members into ministry.

- a. Utilize membership database and collaborative software tools to assist Nominating Committee in identifying members with applicable interest or skills for various ministry teams.
 - b. Assist in maintaining an up-to-date collaborative Nominating roster with members who have been voted onto a role, who are rolling off a team, and who are in process of consideration for a team.
 - c. Maintain a list of and regularly promote the various opportunities to serve in ministry in the church.
 - d. Coordinate and communicate with committee members regarding term limits, team member qualifications, previous and potential team members, and other related policies and procedures.
- 5. Coordinate with Office Administrator to facilitate and resource Ministry Teams.
 - a. Communicate team members and contact information, objectives, procedures, and expectations for the team at the beginning of the church ministry year including distributing relevant Policies and Procedures to the chair.
 - b. Request and file meeting minutes for teams, providing them back to the team on request.
 - c. Coordinate with relevant teams for church and pastoral needs, such as alerting the baptism committee of upcoming baptisms or connecting with the Lord's Supper team regarding available setup times or date changes.
 - d. Facilitate resources for team ministry, such as ordering Lord's Supper supplies, helping teams find extension cords or ice chests, reserving space and coordinating setup and teardown, or connecting them with other teams such as A/V or the kitchen committee.
- 6. Serve as backup to Office Administrator and Financial Administrator
 - a. Cross-train in tasks with Office Administrator and Financial Administrator to be able to provide assistance or perform essential tasks in their absence.
 - b. Assist the Office Administrator daily as backup in office duties such as answering phones, taking deliveries, meeting vendors, or assisting members and guests if the Office Administrator is otherwise engaged.
- 7. Assist Office Administrator to facilitate scheduling and resourcing events
 - a. Assist event sponsors (ministries, private events, and ministry partners) in facility availability and reservation.
 - b. Communicate with event sponsors regarding event approval, policies and procedures, setup times availability, and coordination with other ministries and events.
 - c. Provide event sponsors with access to facility for setup and schedule door unlocks for attendee access for one-time and recurring events.
 - d. Schedule HVAC or instruct event sponsors on HVAC operation as needed.
 - e. Coordinate with Properties Assistant, AV Manager, Kitchen Committee Chair, and Janitorial company to facilitate resourcing for

events such as setup and teardown, AV, kitchen use, lights, clean-up, etc.

8. Assist with other administrative duties as assigned
 - a. Assist Administrative Pastor with special projects by researching information, communicating with vendors, developing plans, recruiting team assistance, or tracking implementation.
 - b. Provide other administrative, communications, and logistical support for tasks and ministries as is helpful or requested by Pastoral staff.

STAFF RELATIONSHIPS:

The Operations Administrator reports to the Associate Pastor for Outreach and Administration and extensively collaborates with office staff, the pastoral team, and SMRBC ministry teams.

SMRBC CORE VALUES

1. **Loving Jesus** – We love Jesus! We are captivated by Him. His love motivates us and causes us to rejoice and worship! He is our Savior, Lord, and Life!
2. **Living the Word** – We gladly accept the Bible as God’s Word and gratefully embrace it as the source and final authority for our beliefs, our teaching, our counsel, and the way we live out our lives.
3. **Embracing the Mission** – We are not consumers, but missionaries to broken people. We did not join a club, but a cause! We love our neighbors enough to serve them and show them how to find forgiveness and life through faith in Jesus Christ.
4. **Embracing Change** – We serve with a missionary mindset, adapting our methods and ministries continually to better connect with a constantly changing community and world.
5. **Engaging the next generation** – We will reach this generation for Christ, while communicating the Gospel to the generations coming behind. Our families and our ministries will partner in this pursuit of reaching, discipling and launching new waves of vibrant, joyful, world-changing Christians!



Staples Mill Road
BAPTIST CHURCH
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