



Church Operations & Facility Manager

Job Description

Position Summary

The Church Operations & Facility Manager (COFM) will be specifically responsible for the items and areas detailed below regarding the office, facility, and property operations of the church. The COFM provides direct assistance to the Lead Pastor(s) through regular tasks and availability, and indirect assistance by overseeing and managing several departments or areas of the church. The position will potentially change as the church grows, its needs change, more staff are hired, and the gifts and passions of the candidate become apparent. However, the candidate should show a biblically inspired passion for the following job description and demonstrate high-level qualifications for it.

Through creative and prayerful work, the candidate will help Oceanside thrive in its overall operations of the building, property grounds, ensuring all operations are in full union with the overall vision, mission, and core values of Oceanside. The candidate will display a passion for the operational tasks necessary to keeping Oceanside a highly functional and life-giving church. They should see their position as a ministry, not separate from the ministry.

The COFM is directly accountable to the Lead Pastor(s) and via him/her to the Oceanside Church Council. She/he is expected to fully support the leadership and vision of the church and work with the Lead Pastor(s) in making decisions and in working in the areas outlined in this job description. A *team-first attitude* and heart of service is essential to this position.

Position Requirements/Qualifications

1. First and foremost, a vibrant relationship with Jesus Christ and a deep love for His people, His church, and His world. An understanding of the important role and connection between the operations of the church and its facility and grounds and kingdom advancement.
2. Professional training, certification, or experience relevant to the position, including skills in operations, maintenance, property management, administration and IT, and/or communications. An undergraduate degree is preferred but not required.
3. Highly organized, significant communication skills (written and verbal), proficiency in computers and software programs, and ability to start and finish projects proactively and independently.
4. Significant people and organizational skills in order to facilitate oversight of multiple positions, teams, ministries, and/or programs that lead to a warm and hospitable environment.

Standard/Default Hours (but may vary)

- 8:30-4:30 Monday-Thursday (32 hours), with potential fewer hours on a Monday if hours are flexed to evening or weekend events, etc. Sunday: 7:30am-1:30pm (6 hours).
- Evenings or special events or operations support as needed (e.g., evening/weekend events, facility rentals, maintenance work/coordination, emergencies, etc.). 2-4 hours.

Office Operations

Note: As the operations management side of the church grows through expansion of facilities, properties, events, and more, the goal would be to focus this position more on those tasks and less on day-to-day office operations (and perhaps instead supervise and provide oversight to that position). However, there is overlap between them and until additional staffing is possible, this position includes the following office or administrative oversight, which also provide pastoral-type opportunities to know, connect, and care for people.

Weekly General Tasks

1. Communicate regularly with bookkeeper on all relevant financial matters and perform some internal financial tasks as needed such as some payments, reimbursements, cheques, working with our bank, and particularly scanning necessary documents to the bookkeeper.
2. Track Sunday and event attendance in existing spreadsheet.
3. Visitors: Sunday welcome materials/packs; enter connect card info (and pull social media) to ChMS, scan to pastors, enter people flow, add notes on all contact for reference (i.e., "filled out connect card and welcome video sent"), add to e-news, send follow-up email/letter and prepare gift box (arrange visit or occasionally do the visit), subscribe to "next steps" follow-up emails/texts. See visitor procedure docs.
4. Follow up and respond to (or ensure response to) any connect, next steps, serve, or prayer cards. Enter into notes.
5. Keep track of incoming online forms and cross-reference all data. Same for paper sign ups. Add notes as necessary to people's profiles from forms. Essentially, be a data/information hawk!
6. Send/prepare care cards, packages, or emails to those experiencing recent celebration or trials.
7. Volunteer coordination: contact new volunteers, enter new volunteers into workflows and monitor workflows, follow up with Plan to Protect Screening procedures (CRC, references, etc.).
8. Ensure all volunteers confirmed for Sunday and any instructions given for their areas (e.g., special circumstances of service, handouts, parking concerns, communion, etc.)
9. Organize library: return books, check sign-up sheet/database, call on overdue books (3+ mo.), help people with accounts and ensure electronic system is working well.
10. Print out OOS for pastors. Print newsletter for elderly by request.
11. Front of house duties: answer phone, respond to phone/email messages, greet walk-ins, get mail. Care for and engage walk-ins and crisis situations or need-based phone call situations.
12. Keep info email highly organized, functional, and archive messages for easy future reference, keeping it as main email for office operations such as permanent billing, online accounts, etc.
13. General errands, projects, and tasks in support of the lead pastor.
14. Create, facilitate, and regularly update physical and digital ATIC ("All Things in Common") ministry for common sharing and giving of goods, services, and items.

15. Act as point person and/or problem solver for weekly events such as Good Food Oceanside.
16. Keeping important church files and archives organized and available in shared folders.
17. Be familiar with all ways to give in order to help people give in ways most convenient for them.

Monthly or Regular Tasks

1. Important: be well-versed in our Church Management System (ChMS): volunteer schedules, creating forms, people flows, databases, automated messages, programs, groups, etc. Be the in-house "expert" and "go to" person for these areas of ChMS.
2. Schedule (some auto) messages for birthdays, baptism anniversaries, etc.
3. Oversee office operations such as ordering, billing, and communication with church service providers. Examples include: heat and electric repairs, software companies, security, copy machine, phone/internet, purchasing of office supplies & inventory (visitor supplies, paper, Bibles, cards, print materials, etc.). Work with preferred PAOC partners and/or discount suppliers to reduce operating expenses whenever possible.
4. Keep overall company contacts and accounts up to date such as: BC Hydro, Shaw, Kechnie (health premiums).
5. Creating simple print materials, signage, brochures, sign-ups, etc. as needed (in addition to Worship Arts Pastor who oversees graphic design)
6. Coordinator of special events and traditions that involve kitchen & food (NY's Nuggets, newcomers, Christmas, etc.), also ensuring those with dietary restrictions (gluten-free, etc.) are considered and provided for.
7. Help coordinate and plan, particularly with/for the Lead Pastors, for any pastoral or staff retreats, socials, vision days, conferences, etc. in terms of logistics, rentals or accommodations, and food.
8. Track staff vacation days, sick days, etc. and make easily accessible for Lead Pastor.
9. Take care of staff birthday benefits and other office events.

Annually or as needed

1. Take care of logistics for out-of-town guests of the church (guest speakers, etc.).
2. Oversee facility decorating for relevant seasons/events such as Christmas, Easter, Pentecost.
3. Administrator for some employee programs and orientations such as health plans, etc.
4. Apply for community grants

Facility Operations & Management

The responsibilities here are wide-ranging and can't all be detailed, but essentially the COFM is responsible for the maintenance of, use of, and all operations within the facility. If the building is open and in use, you should be aware of it and in a sense "on call."

As manager, the employee should take full responsibility for creating a welcoming, safe, and aesthetically pleasing space and environment. This includes the appearance, safety, functionality, and warmth (literally and figuratively!), so that Oceanside is a safe "place of belonging" for all who enter, especially guests.

Essentially, you should see what and as the Lead Pastor sees and feel the same weight of responsibility for the overall operations of the church in serving its people and community.

General & Sunday Oversight

1. Provide supervision and leadership of any departments or teams that fall under facility such as maintenance teams, custodial, kitchen manager, coffee bar, etc. Create proper job descriptions and recruit, hire, train, and supervise new personnel, whether paid or volunteer.
2. Supervise budgets and expenses for above areas, working directly with suppliers when possible rather than reimbursing volunteers. Find suitable supplier such as Sysco or competitor.
3. Daily: open up and shut down building/office spaces, resetting areas after all days/events, and ensuring open up and lock up for all other events during the week. See Sunday, Tuesday, and Thursday reset guides. Recruit, develop, and train multiple reset teams.
4. Facility walk throughs and checks (most days, especially beginning/end of week): see checklists. Proactively suggest or make improvements where needed.
5. Sundays (and other all-church events): open-up, setup, and lock-up (see checklists), create lock-up schedules, oversight of all facility operations and the people involved in them. On site and on call during entirety of Sunday and all large events for recurring help (communion, baptism) and to address facility issues that arise such as trash overflowing, soap/paper towels are out, etc.
6. Oversight of Sunday teams (in conjunction with a pastor in some instances) that deal with facility operations such as kitchen workers, custodial, hospitality areas, coffee bar, security, parking, etc.
7. Keep church setup, reset, and lock up guides current and available to necessary peoples.
8. Internal (church) groups: provide oversight of all scheduling of facility use, coordinating with groups, and keeping track of events and bookings in church calendar.
9. External groups (passive): main church contact for external rental requests and oversee communication, coordination of staff and volunteers, payments, and occasional hosting. Examples would include large community events, warming shelters, weddings and funerals.
10. External groups (active): create opportunities for our church, property, and building to bless our community through special events, seasonal events, weddings, funerals, community gatherings.
11. Become one of if not the primary Plan to Protect administrator, and at minimum support Plan to Protect policies and programs through creating clear process for volunteers working with vulnerable peoples, keeping organized system for CRCs, references, refresher courses, etc. (in conjunction with Family Ministries Department).
12. Thorough knowledge and oversight of First Aid station (and AED/Naloxone), Emergency Response Plan, and all health and safety protocols and key contacts within the church (first responders, nurses, doctors, etc.).
13. Plan and manage all the COFM budgets.

Kitchen

1. Supervise Kitchen Manager or act as manager in the absence of a kitchen manager.
2. Keep proper materials organized and available for church events and hosting (in partnership with kitchen manager and volunteer teams) such as tablecloths, proper cups, plates, etc. Reset regularly and after big events. Keep kitchen highly organized with the help of kitchen manager.
3. Ensure food safe protocols are followed and area is safe.
4. Rid of any unmarked or expired items in kitchen and fridges – keep clean and organized.
5. Make sure only authorized people are doing work in the kitchen and ensure all kitchen people have been properly trained in procedures.
6. Work with VIHA on kitchen certification and maintaining standards.
7. Ensure safety, functionality, and efficiency of all equipment and appliances.

fully devoted  *fully mature*  *fully alive*

Maintenance

1. Liaison with church custodian(s) on keeping facility organized, clean, and functioning, ensuring proper stock and supply of all needed items. Ensure custodial coverage after or during all major events. Receive, approve, and monitor custodial hours and invoices.
2. Oversee weekly, monthly, and annual maintenance of facility, working with contractors and companies and volunteer teams as needed, securing proper contracts for supplies and services (e.g., fire inspection, heat, electrical, water/well, suppliers).
3. Work on building and energy efficiency.
4. Keep Maintenance Master List up to date and regularly available to volunteers and teams. This document essentially acts as your “to do” list when it comes to facility.
5. Schedules and procedures for safety inspections and preventive maintenance programs
6. Meet regularly with maintenance team (volunteers) for planning and assignments, ensuring progress is being made on short- and long-term projects.
7. Keep an up to date list of all qualified tradespeople within the church.
8. Point person and leader of all church renovations and construction projects, working with contractors and teams, securing quotes, permits, payments, etc.
9. Keeping up to date drawings and documents for the building.
10. Respond to any urgent issues or maintenance emergencies (flooding, fire, structural issues, pests).
11. Although responsible for all of the building, the COFM should specifically take responsibility for these rooms as their “offices”: custodial, utility, kitchen, storage areas (including chairs/tables in MPR closet), admin room(s), exterior storage, and all exterior buildings, properties, and classrooms.

Property Management

General

1. Regular inspection of church property, including septic and fields, wells (pump house), gravel and lots, trees, etc.
2. Oversee all signage, parking, traffic flow, lighting, maintenance, security, safety, and more concerning outside areas. General weekly cleanup of property.
3. Have extensive knowledge of the church property and maintain proper documentation such as land surveys, drawings, permits, etc.
4. Regularly check safety and functionality of present and potential future “campus” spaces and rooms such as: garage classroom, commercial compound and property, seacan storage, offsite offices or spaces.
5. Maintenance and care of church-owned vehicles.
6. Landscaping: provide by self, or coordinate volunteer teams, or work with contractors. TBD.
7. Snow removal plan and/or securement of services. Ensure lot and sidewalks are salted and safe.

Tenants

1. The “landlord” contact. Communicate with tenants on issues, arranging for proper repairs and regular maintenance.

2. Annual inspection of premises and surrounding property for safety and to identify issues. See maintenance list.
3. Administer rent increases. Ensure timely payments and enforce late administrative fees.
4. Ensure proper insurance for both the church and tenants.
5. Fill any tenancy vacancies ASAP and oversee all tenancy agreements and leases.

Other Potential Areas or Possibilities Based on Candidate

Welcome & Visitor Teams?

Other Info & Applying

This is a salaried position with competitive benefits. Salary will consider the candidate's experience, qualifications, education, and other factors, but starting salary will be between \$45,000–\$60,000 (prorated for part-time).

If interested in applying, please send (in one document):

- 1) Cover letter explaining your interest and what specifically attracts you to this position
- 2) A resumé with at least three relevant references we can contact
- 3) Send all info in one attachment to **joseph@oceansidecc.ca** and **hannah@oceansidecc.ca**.

Position is available immediately. Closing date is flexible, but we hope to hire by April 1 at the latest.