

Concord Church Position Description
Job Title: Director of Operations and Events Management
Reports to: Executive Pastor
Updated: December 4, 2015
Exempt (Executive Exemption)

General Summary

The Director of Operations and Events Management has three major areas of responsibility, including overseeing the church's campus and construction projects, ensuring all facilities are safe and secure, and managing strategic planning for onsite meetings and events.

The Director of Operations and Events Management exhibits the seven Core Values of Concord Church:

- ***Dedication to Personal Growth*** – Is intentional about personal development as a man/woman, believer, and a staff member. Ephesians 5:15-21
- ***Dedication to H.I.T. (Honesty, Integrity and Truthfulness)*** – Able to confront self and others by being truthful with a spirit of love. Ephesians 4:14-32
- ***Effective Communication*** – Communicates using the THINK methodology (is True, Helpful, Inspiring, Necessary and Kind). Psalm 15
- ***Servant's Heart*** – Will possess compassion for others and a kind spirit. Philippians 2:3-16
- ***Team Spirit*** – Supports the team by having a strong work ethic, being responsive to deadlines, exhibiting professionalism at all times, actively works to resolve any conflicts that arise, and is flexible whenever necessary. Galatians 6:1-7
- ***Loyalty*** – Committed to God's will, the Executive Pastor's vision, the church's mission and vision, follows leadership, and supports the entire team. 1 Peter 2:13-25
- ***Work hard, Play hard*** – Carries out job responsibilities with passion and completes the necessary tasks to accomplish the church's mission and vision. Proverbs 17:22

Essential Functions

- Creates and manages the annual capital expenditure budget to support the physical maintenance, custodial care, and ongoing repairs for the church, grounds keeping, playground, and mechanical systems.
- Recommends and prioritizes facilities planning, construction, remodels, and other capital improvement programs.
- Guides the planning and implementation of the church's environmental stewardship efforts, including reducing energy/water use, decreasing waste and greenhouse gas production, and implementing recycling and renewable energy programs.
- Develops and maintains standards for facilities cleanliness and ongoing maintenance; oversees selection and acquisition of furnishings, fixtures, and other equipment.
- Budgets for and coordinates any special equipment required to supplement on-site events such as tents, chairs, tables, etc.
- Coordinates with the Marketing Department on event communication and A/V needs.
- Oversees the internal meetings management system to ensure all events are booked through this centralized system.

- Manages the database and registration process, including on-site registrations, to ensure accurate registration data, name badges, fee collection, attendance statistics, etc.
- Collaborates with other staff to evaluate all events to ensure continuous process improvement and quality customer service. Utilizes survey instruments to evaluate attendee feedback.
- Works with stakeholders to develop and monitor timelines and deadlines related to all aspects of events, ensures that information is communicated with employees, volunteers, contractors, and others.
- Works with committees to develop event programs including speakers, topics, timing, and speakers. Communicates with speakers regarding their commitment to the event and their needs related to the event (A/V, travel, reimbursement, handouts, bios, etc.)
- Hires, trains, supervises, and coaches Facilities Department, Security, and Events and Logistics employees.
- Regularly inspects the facilities, grounds, and event set-ups and tear downs.
- Plans and supports on-site events with the appropriate Pastor and Ministry Coordinator. Manages ROI for all meeting and special events held on the church's campus.
- Evaluates, selects, and manages vendors for grounds keeping, plumbing, roofing, special events, and general construction/remodel projects.
- Negotiates vendor contracts and submits to the Director, Finance, for first level approval.
- Approves all capital expenditures in excess of \$10,000.
- Ensures compliance with all federal, state, and local accessibility laws, zoning/building code regulations, and fire code rules.
- Attends all events and provides on-site support, as requested by the Executive or Senior Pastor.
- Attends and successfully completes all training required by Concord Church.
- Performs other duties as assigned.

Supervisory Responsibilities

This position manages the Facilities Department, the Security Department, and Events and Logistics.

Education and Experience

This position requires a minimum of a Bachelor's degree from an accredited college or university, preferably in engineering or a related field. A Masters' degree in business administration or engineering is preferred but not required.

This position requires a minimum of 5 years of facilities and event management experience, preferably in the nonprofit sector.

Physical Requirements

An employee in this position primarily works in a typical office environment, is generally sedentary, and uses computers, calculators, phones, and other office equipment to fulfill the position duties. An employee in this position is required to walk, hear, speak, and stand to

interact with church staff, members, and volunteers. Work is conducted in a fast-paced, rapidly changing environment. The ability to manage stress, build professional and collaborative relationships, and reason through complex church business situations is required. A flexible schedule is required since this position requires evening and weekend work.

Travel Requirements

This position is required to attend meetings and perform vendor selection away from the primary church location. A valid Texas drivers' license and acceptable motor vehicle record is required.

Concord Church Membership

This position is required to be a member of Concord Church. Employees in this position are expected to sincerely hold the same religious [beliefs](#) as expressed by Concord Church.