

Job Title: Community Ministry & Operations Assistant Director (PMO)
Reports To: Senior Director of Community Ministry & Operations
Classification: Non-Exempt
Status: Full-Time

SUMMARY

The Community Ministry & Operations Assistant Director (PMO) collaborates to ensure the smooth operation of church-wide events. S/he is responsible for leading/managing operational software, vendor relationships, and supporting various events that align with Faith Church's (FC) vision, purpose, and priorities.

RESPONSIBILITIES

Guest Experience

- Coaches, mentors, and oversees the Guest Experience team to ensure Guest Experience is delivered with distinction

Projects

- Oversees and ensures the successful coordination of church-wide events (e.g., Christmas Tree Lighting, Love Lehigh Valley, Baptism, etc.)
- Collaborates with ministry leaders and volunteers to plan and execute church-wide events
- Supports and oversees additional episodic projects and priorities as directed by Executive Leadership; provides logistical support to ensure project success

Procedures and Protocols

- Collaborates with Human Resources, Communications, and other ministry leads to develop and maintain church-wide procedures and protocols
- Assists in ensuring protocols are up-to-date and in alignment with church policies and standards

Operational Software Management

- Collaborates with IT to ensure FC's operational software applications and processes run smoothly, enabling end-users to successfully work within the various systems
- Collaborates with IT to enable and provide training

Metrics Tracking and Reporting

- Tracks, assesses, and reports on relevant metrics to inform strategic decision-making
- Provides regular updates and insights to Executive Leadership

Vendor Management

- Manages relationships with vendors (*non-staffing*); develops and monitors performance criteria, and maintains accurate documentation
- Ensures vendor services (*non-staffing*) support organizational need; addresses any issues

REQUIREMENTS, SKILLS, AND EXPERIENCE

Spiritual

- Mature and growing relationship with Jesus Christ
- Lives an exemplary life based on clear Biblical principles

- Supports Faith Church Core Values, Core Beliefs, and Purpose Statement

Personal

- Values team unity
- Approachable, teachable, personable, flexible and resourceful
- Self-motivated and well-ordered in personal life
- Empathetic and exhibits the fruit of the Holy Spirit
- Represents Jesus Christ and Faith Church in a positive, friendly, and winsome way

Professional

- Associate's degree, Project Management or a related field is preferred
- Project Management certification preferred
- Five years of experience in operations, event coordination, or a similar role
- Excellent organizational, communication, leadership, and interpersonal skills
- Strong multitasking skills
- Proficiency in using operational software and applications, including PCO, MS365, Outlook, Word, and aptitude to learn other software applications
- Ability to work independently and collaborate as part of a team
- Detail-oriented with strong problem-solving skills
- Ability to use appropriate judgement in areas of discretion, sensitivity, and confidentiality

TIME COMMITMENT

40 hours per week, occasional evenings and weekends

SUPERVISORY RESPONSIBILITY

Direct report is the Guest Experience Coordinator

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, stand, walk, and bend.

WORK ENVIRONMENT

This position operates primarily in an office environment. This role routinely uses standard office equipment such as computers, phones, and photocopiers. Occasionally, this position works in outdoors events areas.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SIGNATURE

Employee signature below constitutes employee's understanding of the essential functions, requirements, and duties of the position.

Employee_____ Date_____