
Job Title: Director of Operations

Location: The Neighborhood Church, Bentonville, AR

Reports To: Lead Pastor, Director of Little Neighbors Preschool

Position Overview:

The Director of Operations is responsible for the overall management and operational efficiency of The Neighborhood Church, its affiliated Little Neighbors Preschool, and the community use/youth building called the “Gather Building.” This position plays a critical role in ensuring smooth daily operations, financial stewardship, facility management, and support for the church's ministries and preschool programs. The ideal candidate will be a strong leader with excellent organizational skills, financial acumen, and a passion for supporting the mission and values of The Neighborhood Church.

Time Commitment:

This position is an on-site position that will hold business hours. There are seasons in the church (Easter, Christmas, Graduation, Special Events) with extended hours, but these seasons will be balanced with weeks and seasons that require less work throughout the year.

We understand that the church and organization are fluid and growth-oriented and have many different expressions, and time management will be a vital component of this role. This role and time commitment will vary by season and weekly, depending on the church's needs, programs and ministries, preschool, and community. We have indicated an average time for each part of the role, but this is not fixed.

Key Responsibilities:



Administration & Office Management

Time Commitment: 4 hours per week (varying by season)

- Oversee the church office operations, including scheduling and office supplies
- Ensure that church records, files, and databases are accurately maintained and kept confidential
- Coordinate with volunteers, providing support as needed
- Manage church calendars, events, and facility use. This includes room reservations and setup
- Coordinate with facilities and use staff for purchasing of building use supplies and setup

Financial Management

Time Commitment: 2-4 hours per week

- Work with the bookkeeper, church treasurer, and finance committee to manage the church budget, financial reporting, and expense tracking
- Ensure that financial reports are submitted on time for review each month
- Assist in developing financial strategies and policies to ensure the church's financial health

Facilities & Property Management

Time Commitment: 2-4 hours per week

- Coordinate with external vendors and service providers for repairs, maintenance, and facility improvements
- Manage the church's equipment, inventory, and technology resources alongside the building and facilities maintenance supervisor
- Oversee the management of The Neighborhood Church facility rentals from church members, preschool families, community members, and organizations

Communication & Technology

Time Commitment: 4-6 hours per week

- Coordinate church communication efforts, including newsletters, bulletins, social media, and the website
- Manage phones, email, and messages from different channels and ensure proper routing to the appropriate responsible parties with follow-up
- Ensure the effective use of technology for church operations, including office equipment, audio/visual systems, and online platforms
- Assist with implementing communication strategies to engage church members and the community

Program & Ministry Support and Coordination

Time Commitment: 2-4 hours per week (varies by season)

- Collaborate with church leadership to support and coordinate various ministries, programs, and events
- Assist in planning and executing special events, worship services, and community outreach activities
- Provide logistical support for ministry leaders and volunteers



Pre-School Operations:

Time Commitment: 20 hours per week

- Ensure compliance with state licensing regulations, health, safety, and childcare best practices
 - Collaborate with the Preschool Director and staff to develop and implement policies, procedures, and curriculum
 - Provide leadership in marketing and enrollment efforts to maintain a thriving preschool program
 - Assist with administrative duties as assigned, including but not limited to children's reports, documentation, and processing of new families.
 - Coordinate, schedule and provide tours for interested families in collaboration with Director of the preschool.
 - Build relationships with families and the community to foster engagement and support for the preschool.
-

Qualifications:

- Bachelor's degree in Business Administration, Management, or a related field (preferred)
- 3+ years of experience in operations, administration, or management (preferably within a church or non-profit setting)
- Knowledge of preschool operations and early childhood education
- Strong organizational, problem-solving, and multitasking skills
- Excellent communication and interpersonal abilities
- Proficient in Microsoft Office, church management software, and other relevant technology
- Ability to manage budgets and financial processes and reporting
- Experience in managing staff and volunteers
- Understanding and support of ELCA's mission, values, and teachings

Core Competencies:

- Strategic Thinking
- Financial Acumen
- Team Leadership
- Attention to Detail
- Flexibility and Adaptability
- Conflict Resolution
- Customer Service Orientation

Personal Attributes:

- A strong commitment to the mission and ministry of The Neighborhood Church and the larger denomination, ELCA, the Evangelical Lutheran Church in America.
 - High level of integrity, professionalism, and confidentiality
 - Ability to work independently and as part of a team
 - Flexibility and adaptability to changing priorities and demands
 - A servant-leader mindset with a passion for supporting the church community
-

Compensation & Benefits:

- Contract role with a total package of \$40,000 to \$55,000, commensurate with experience.
- Paid Time Off (PTO) provided
- 50% Discount off a single child in Little Neighbors Preschool as a benefit
- Additional benefits may be discussed