

Operations & Communications Manager

Starmount Presbyterian Church

Purpose

The Operations & Communications Manager provides leadership and coordination for the church's administrative operations, facilities management, and communications efforts. This position serves as a key liaison among church staff, ministry leaders, committees, volunteers, vendors, and congregation members to ensure the church's operations effectively support its mission and ministries.

The Operations & Communications Manager is a self-directed and relationship-oriented leader who proactively identifies opportunities to improve systems, strengthen communication, enhance the church campus, and increase organizational effectiveness. Through collaboration, initiative, and thoughtful problem-solving, this position helps create a welcoming, efficient, and well-functioning church environment.

Accountability

The Operations & Communications Manager is directed by and accountable to the Church Business Administrator and works collaboratively with the Pastor/Head of Staff, Property Ministry Committee, church staff, ministry leaders, volunteers, and vendors.

Essential Functions

1. Operational Leadership & Facilities Coordination

- Serve as the primary staff liaison to the Property Ministry Committee.
- Attend Property Ministry Committee meetings and communicate facility needs, operational priorities, and project updates.
- Build and maintain strong working relationships with vendors, contractors, and service providers.
- Coordinate maintenance, repair, inspection, and facility-related service activities.
- Work collaboratively with custodial staff, volunteers, contractors, and committee members to ensure the church campus remains safe, functional, attractive, and welcoming.
- Monitor facility operations and proactively identify opportunities for improvement, efficiency, and effective stewardship of church resources.

- Assist in coordinating vendor-led training related to church systems, technology, or equipment when appropriate.
- Maintain records, schedules, procedures, and documentation related to facility operations, inspections, security, and building systems.

2. Administration & Office Operations

- Create an environment of hospitality and welcome members, visitors, volunteers, vendors, and community partners.
- Serve as a primary point of contact for phone calls, visitors, email inquiries, and general office communications.
- Maintain the church master calendar and coordinate scheduling of church activities, meetings, ministry events, and facility use.
- Coordinate building use requests and facility reservations for members, ministries, and approved outside groups.
- Maintain membership and organizational records in collaboration with the Church Business Administrator.
- Coordinate office operations and administrative systems to support staff effectiveness.
- Maintain inventories and coordinate purchasing of office and operational supplies as needed.
- Assist with office technology, equipment, and software administration in partnership with the Church Business Administrator.

3. Communications & Community Engagement

- Coordinate the church's communication efforts across digital and print platforms.
- Maintain and update church website content to ensure information is accurate, current, and engaging.
- Coordinate production and distribution of newsletters, email communications, announcements, marketing and promotional materials.
- Manage and schedule content for Church's social media platforms.
- Work collaboratively with pastors, staff, ministry leaders, and volunteers to gather and communicate ministry news, events, and stories.

- Promote church ministries, worship opportunities, programs, and community engagement activities through effective communication channels.
- Recommend communication strategies that strengthen engagement with members, visitors, and the broader community.

4. Staff, Committee & Congregational Support

- Provide administrative and operational support to the Pastor/Head of Staff and church leadership.
- Support staff, ministry leaders, and committee chairs through effective coordination and communication.
- Assist with preparation and maintenance of Session and committee-related records, agendas, and materials as appropriate.
- Facilitate communication among staff, committees, volunteers, and ministry leaders.
- Serve as a collaborative resource in support of congregational life and ministry initiatives.

5. Process Improvement & Organizational Effectiveness

- Evaluate existing workflows, procedures, and administrative practices to identify opportunities for improvement.
- Develop and refine systems that enhance efficiency, communication, coordination, and accountability.
- Anticipate organizational needs and proactively recommend solutions.
- Assist church leadership in implementing operational improvements that support long-term ministry effectiveness.
- Foster a culture of organization, responsiveness, continuous improvement, and hospitality.

Core Competencies

Initiative & Self-Direction

Demonstrates ownership of responsibilities and projects. Takes appropriate action without requiring close supervision, anticipates needs, follows through on commitments, and proactively develops solutions.

Relationship Building

Develops positive and productive working relationships with staff, church members, volunteers, committee leaders, vendors, and community partners. Demonstrates professionalism, collaboration, and responsiveness.

Process Improvement

Evaluates existing systems and workflows with an eye toward effectiveness and efficiency. Recommends and implements practical improvements that strengthen church operations and communication.

Decision Making & Problem Solving

Uses sound judgment to assess situations, identify solutions, and address challenges in a constructive and timely manner.

Project Coordination

Successfully manages multiple priorities, projects, and stakeholders while maintaining focus on deadlines and organizational goals.

Attention to Detail

Maintains accuracy, organization, and consistency while balancing both immediate needs and broader objectives.

Communication Skills

Communicates clearly, professionally, and effectively through written, verbal, and digital channels.

Team Orientation

Supports a collaborative work environment and contributes positively to staff and volunteer relationships.

Qualifications

Required

- Minimum of five years of experience in operations, office administration, nonprofit administration, church administration, project coordination, or a related field.
- Demonstrated organizational, communication, and relationship-building skills.
- Strong proficiency with Microsoft Office applications and office technology.
- Experience managing multiple projects and priorities independently.

Preferred

- Experience working in a church, nonprofit, or mission-driven organization.
- Familiarity with membership databases and church management software.
- Experience managing website content and social media platforms.
- Experience using software platforms such as Realm, ACS Technologies, Canva, Constant Contact, or similar tools.
- Experience coordinating vendors, service providers, or facility-related operations.

Position Summary

This is a full-time, exempt position.

Success in this role is demonstrated through strong relationships, responsive service, proactive problem-solving, effective communication, efficient operations, and the ability to help staff, volunteers, committees, and church leadership work together in support of the mission of Starmount Presbyterian Church.