



Job Title	Operations/Human Resources Director	Job Code:
Reports to:	Church Council	Revision Date: August 2014
Type of position: <input checked="" type="checkbox"/> Full-time		Position Classification: <input checked="" type="checkbox"/> Exempt (<i>not eligible for overtime</i>)
GENERAL DESCRIPTION		
<p>The Operations/Human Resources Director (Ops/HR Director) is accountable for providing leadership oversight of all personnel, business and financial matters at Good Shepherd Lutheran (GSL) Church, Lutheran Elementary School (LES) and Early Childhood Center (ECC). The majority of the duties relate to the management of the ECC and its staff, with the remainder being administrative duties for the Church and LES. The Ops/HR Director also serves as a member of GSL's leadership team, (<i>Councilmen, Pastors and Principal</i>), supporting the mission of GSL ministries and helping the entire organization track and meet its ministry goals.</p>		
ESSENTIAL FUNCTIONS		
<p><u>Organizational Effectiveness</u></p> <ul style="list-style-type: none">• Efficiently manages personnel matters directly.• Ensures operational systems, processes, and policies are administered effectively.• Maintains excellent communications between the entire ministry team (<i>Councilmen, Pastors, Principal, LES faculty, GSL assistants, ECC employees, volunteers, congregation members, etc.</i>).• Effectively promotes and markets the LES and ECC to GSL members and community at large.• Plays a significant role in organizational and long-term planning, as GSL strives toward operational excellence. <p><u>Human Resources/Employee Relations</u></p> <p>The Ops/HR Director is to provide <u>the leadership role</u> in the personnel matters of GSL. In addition, the Ops/HR Director is responsible for supervising the ECC staff, GSL assistant staff, volunteers and other team members as needed.</p> <ul style="list-style-type: none">• Directs and trains staff, develops job descriptions, advertises open positions, interviews candidates, conducts new employee orientation, conducts goal-setting meetings, conducts performance reviews, ensures employee accountability, provides conflict resolution, manages disciplinary processes, recommends wage adjustments, maintains staff development, ensures LES & ECC staff meetings are held regularly, etc.• Provides effective support, advice and conflict resolution for the ministry team on personnel matters and properly implements all organizational policies and procedures relating to Human Resource issues.• Oversees staff schedules, wages, payroll, benefits, insurance, leave, etc.• Maintains up-to-date personnel files and legal personnel-related documentation; ensures that all staff hold credentials required by law and pass background checks. <p><u>Communication & Public Relations</u></p> <ul style="list-style-type: none">• Serves as one of the faces of GSL, maintaining an evangelical disposition with all parties that come in contact with GSL and its ministries, especially those associated with the LES and ECC.• Ensures that all newsletters, emails and notifications are published and circulated in a timely manner.• Ensures website and monthly calendars are kept current with GSL events, items of interest, closures etc.• Communicates with parents on an individual or small group basis and ensures parent satisfaction is monitored. <p><u>LES and ECC Enrollment</u></p> <ul style="list-style-type: none">• Meets with parents of prospective students interested in our LES and ECC ministries.• Maintains all admission waiting lists; ensures timely enrollment of new students within established policies.• Maintains current enrollment figures for planning, scheduling and budget purposes.• Ensures all student records are properly maintained and are in compliance with student confidentiality laws.		

Administrative

- Develops and administers all policies, procedures and operational guidelines for the organization.
- Oversees monthly assessments of the organization's performance against budget, financial and operational goals; including attendance reporting and timely collection of funds for the ECC.
- Provides and/or presents weekly, monthly and annual reports as determined by Church Council.
- Provides oversight and authorization of all contracts, (food services, copiers, janitors, HR consultation, etc.)
- Ensures that all SD State regulations are met as part of the operation of the LES an ECC.
- Acts as the contact person for all facility issues; ensures repairs and maintenance tasks are conducted in a timely manner and assists the Trustees with their assigned duties.
- Ensures all legal, tax and organizational insurance issues are addressed as needed.
- Ensures that organization's information systems are fully operative, meet the requirements of the organization, and that staff have technical support for IT issues.

Financial

- Provides oversight on Church, LES and ECC budgets, in close coordination with the Pastors, Principal, and Church Council members, encouraging the congregation, committees and staff to adhere to the budget.
- Oversees, maintains and monitors all funding and accounting systems and procedures; capturing all offerings, purchases, expenditures, billings, receipts and transactions; implements system improvements.
- Assists the Treasurer, Financial Secretary and Finance Committee with their assigned duties.
- Oversees long-range forecasts and long-range financial plans.

EDUCATION & TRAINING REQUIREMENTS

A bachelor's degree in Business Administration, Human Resources, related field, or equivalent experience.
WELS-certified, or WELS-certified within 2-4 years after start date.
CPR/AED certified, or certified within two months after start date.

WORK EXPERIENCE REQUIREMENTS

A minimum of 3-5 years of experience in organizational effectiveness, operations management or human resources, implementing best practices. Human Resources experience with effective problem-solving abilities strongly preferred.

The Ops/HR Director **must**:

- Be committed to GSL as their primary place of employment.
- Be aligned with the ministry philosophy and core beliefs of GSL.
- Be an excellent people manager, able to give and receive direction, display a collaborative work style.
- Be accountable, hold others accountable, and possess a commitment to getting the job done.
- Possess strong interpersonal & communication skills and have highly developed problem-solving skills.
- Demonstrate leadership and vision in managing staff, leading a team, and operating in a fast-paced environment.
- Be organized, self-managed, and able to handle many responsibilities simultaneously.
- Be dependable and have excellent follow-through.
- Display computer proficiency, specifically in financial, word processing and communication software.
- Demonstrate a commitment to high ethical standards and a diverse workplace.

Good Shepherd Lutheran Church, School and Early Childhood Center has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

I have read and understand my responsibilities for this role at Good Shepherd Lutheran Church, School and Early Childhood Center as noted above.

Employee Signature

Date