

Director of Operations

Church of the Saviour (COTS) is a vibrant, diverse, and growing 1,300-member United Methodist Church in Cleveland Heights, Ohio. The 86,000 square foot facility comprises the original 1928 French Gothic sanctuary; classrooms, office, chapel, and tower additions from the 1950s, and a 2007 Great Hall and state-of-the-art education space. We are looking for a Director of Operations to help maintain our beautiful space and help us achieve our 10 year master facility plan for our congregation.

Position summary:

The Director of Operations will manage the day-to-day function of the facility, overseeing systems, scheduling, and custodial staff; as well as primary responsibility to maintain the safety, functionality, and appearance of the church property and two clergy residences. Additionally, the DO works with the Church Trustees to manage and implement long-term facility plan, creating scopes of work, and working with contractors for capital needs and improvements.

Primary responsibilities:

Office Management

- Work with COTS Business Administrator to ensure that all work is complete and that all invoices are paid in a timely manner.
- Maintain files for the Board of Trustees on all property related issues.
- Prepare necessary monthly written properties and financial reports.
- Coordination and scheduling of building use with COTS staff.
- Prepare grant requests to the COTS Foundation.
- Order and inventory necessary supplies and equipment for use by full and part time custodians.

Routine Maintenance/Facilities Support

- Scheduling of routine maintenance and inspections, including church bus.
- Maintain a working knowledge of HVAC, plumbing, and electrical systems of the church and parsonages as well as security systems, equipment, and safety compliance.
- Identify and manage all contractor/vendor contracts and relationships tied to church facilities and maintenance.
- Assist custodians with minor repairs on an as needed basis, and expedite emergency repairs to the church and parsonages.

Key stakeholder/collaboration groups - Position will build key relationships with the following partners:

- Serve as liaison to COTS Trustees to work collaboratively on facility needs.
- Oversee and schedule the work of the full time and part time custodians.
- Preparation and management of annual physical plant budget.
- Develop a feedback loop for input regarding custodial and maintenance needs of the church and parsonages.
- Formally evaluate full and part time custodial staff annually.

- Monitor progress toward goals of ten year strategic plan.

Key Experiences: What experiences are key to success in this job?

- 3-5 years experience in facilities management, including setting budgets, managing projects and coordinating vendors
- High School Diploma / GED equivalent
- Successful completion of post-offer background checks and drug screen
- Must be willing to work a flexible schedule which may include early morning/late night hours in order to support emergency needs
- Working knowledge of HVAC systems
- Proficiency in Microsoft Office tools, including Excel, Word, and Outlook
- HVAC, Plumbing or Electrical Certifications
- Experience working with historic buildings
- Post-secondary degree in Facilities Management or other related field
- Experience leading a team
- Ability to work safely
- Ability to read, write and speak English
- Must be at least 18 years of age

Knowledge:

- Ability to practice safe working habits at all times
- Commitment: Supports the church's mission and vision with enthusiasm.
- Initiative: Self-starter and self-manager, takes on difficult tasks with enthusiasm. Takes action to achieve goals beyond what is required.
- Stress Tolerance: Maintains stable and professional performance under pressure.
- Detail: Strives to understand the details. Balances, analyzes and takes appropriate action. Solid planning, detail oriented and organization skills.
- Communication: Ability to work with variety of people and personalities, clearly articulates needs and solutions, motivates direct reports to do their best work.
- Teamwork: Can work in group or alone; oriented towards the good of the whole.
- Manage job professionally and with a high level of organization
- Ability to respond to change with positive attitude, offer suggestions for improvements to increase effectiveness of change, support new initiatives, and maintain an open mind.

Interested candidates should send resume and cover letter to jobs@cotsumc.org. No phone calls please.