

Director of Operations

First Presbyterian Church of Lakeland, FL

Approved by Session: April 2026

1. Position Title

Director of Operations

2. Position Purpose

The Director of Operations exists to maximize the effectiveness of the church's physical and administrative resources. By integrating facility management with administrative coordination, this role ensures that the church's campus and systems serve as a welcoming, safe, and efficient platform for worship, ministry, and community engagement.

3. Ministry and Discipleship Alignment

This position aligns with the Master Plan of Discipleship by creating and maintaining the physical environments where discipleship occurs. The Director of Operations reduces operational friction by ensuring that facilities and technology are ready to support the spiritual life of the congregation.

The Director of Operations contributes to discipleship by:

- Supporting worship and belonging through the stewardship of clean, safe, and well-functioning facilities and worship environments.
- Supporting connection and formation by managing the master calendar and event logistics, ensuring people and programs have the space they need to thrive.
- Supporting mission sustainability through proactive maintenance, capital project oversight, and risk management.
- Supporting administrative health by supervising office operations and improving organizational workflows.

4. Reporting Relationship

- Reports to: Pastor/Head of Staff
- Works collaboratively with: Director of Finance, pastoral staff, and A/V staff
- Supervises: Facilities staff (custodial/maintenance) and receptionists
- Status: Full-Time (1.0 FTE)
- Classification: Exempt

5. Primary Responsibilities

A. Facilities and Campus Stewardship

- Oversee the maintenance, repair, and operation of all church facilities, vehicles, and equipment.
- Supervise facilities staff and coordinate all vendor contracts and service providers.
- Plan and execute capital improvements and manage the fixed asset inventory.
- Ensure proper setup for worship services and manage the columbarium/memorial garden.

B. Scheduling and Event Coordination

- Oversee and maintain the master church calendar for both internal and external facility use.
- Manage comprehensive event logistics, including room setup and A/V coordination.
- Facilitate calendar coordination and updates during staff planning rhythms.

C. Administrative and Risk Operations

- Supervise front desk operations and oversee office systems, including phones and communication tools.
- Implement safety and security procedures, building access protocols, and regulatory compliance.
- Improve administrative processes and oversee non-financial record retention and database systems.

D. Technology and Systems Support

- Oversee IT coordination (hardware/software) and support event-related technical needs.
- Maintain energy management and scheduling systems.

6. Authority and Decision-Making

- Decision-making authority includes facility use approvals, maintenance prioritization, and administrative workflow adjustments.
- Capital projects and major policy changes are coordinated through the Pastor/Head of Staff and relevant committees.

7. Qualifications

- Required: Bachelor's degree in business or related field (preferred) or equivalent experience ; significant experience in facilities or operations management.

- Skills: Proficiency in Microsoft Office, scheduling/database systems, and project management.
- Competencies: Strong leadership, problem-solving, and interpersonal skills.

8. Preferred Competencies

- Servant-hearted and collaborative approach to ministry support
- Detail-oriented with a systems mindset
- Relationally grounded and emotionally mature
- Flexible and calm in a dynamic, time-sensitive environment
- Committed to the mission and discipleship life of the church

9. Expectations for Conduct and Faithfulness

- Models Christian character, humility, and professionalism in all relationships
- Supports the mission, values, and discipleship pathway of the church
- Works collaboratively with staff, volunteers, and leaders across ministry areas
- Exercises discretion, trustworthiness, and respect in handling sensitive information

10. Work Schedule and Status

- Regular weekday office hours
- Active participation in staff meetings and collaborative planning rhythms

11. Evaluation and Development

- Performance is evaluated annually by the Senior Pastor/Head of Staff
- Evaluation emphasizes faithfulness, collaboration, growth, and contribution to the overall health of the church's discipleship systems
- Development is encouraged through training and staff formation opportunities

12. Review and Revision

This position description is a living document and may be reviewed and updated as ministries evolve and the Master Plan of Discipleship is refined.