



THE CHAPEL

Staff Role Description
**Operations Manager,
Community Care Center**

Ministry:	Outreach
Reports To:	Outreach Pastor
Average Hours Per Week:	Part-Time, 20 hours per week
Role Type:	Exempt
Last Revision Date:	May 2023

Role Overview

The Operations Manager of the Community Care Center (CCC) is responsible for serving over 500 families each week by overseeing all day-to-day operations of the Community Care Center. This includes managing volunteers, strengthening donor relationships, expanding services provided, maintenance of the facility and vehicles, and building a bridge for volunteers and community members to join in community at The Chapel.

General Requirements

The Operations Manager of the Community Care Center must embody the purpose, vision, and values of The Chapel by being a visible example and model to all those within their scope of influence as outlined below.

Our **PURPOSE**: *To help people come alive to God*

Big Idea: Revival -- All of God, in all of us, for all of our world

Revival happens when we help our people ...

- Carry the Christianity of Jesus
- Pray Heaven to Earth
- Be a Force for Good
- Live as part of a Kingdom Community

Our **VISION**: *To help ignite a spiritual revolution*

We want to see our purpose of helping people come alive to God happen on a grand scale by multiplying Kingdom Communities through ...

- Widespread Spiritual Awakening (All of God)
- Revitalization of the Church (All of us)
- Transformation of Society (All of our world)

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Our **VALUES**: *We are a people completely giving ourselves to God and others, believing Him for really big things, never pretending to be anything we aren't – and finding ways to enjoy life and have a lot of fun along the way.*

- Be All-In: A fully committed people who come in third
- Have Expectant Faith: He is who he said he is and will do what he said he will do
- Be Authentic: Honest, forthright, plain-spoken, and integrity-filled
- Have Fun: Vibrant, winsome, joyful people

Additionally, the Operations Manager of the CCC must ...

- Be an example of the type of Christ follower that we want our people to become by holding to our statement of beliefs, practicing our approach to ministry, and embodying our culture
- Have a strong relationship with God, as evidenced by a healthy devotional and moral lifestyle
- Have a strong family life, as evidenced by the quality of the relationship with their spouse and children (where applicable) and their ability to effectively manage their finances
- Be an effective communicator, both formally and informally, with warm and engaging interpersonal skills that are both relational and inspiring
- Be authentic, joyful, winsome, inspiring, humble, and authentic
- Have demonstrated abilities as a self-starter, project manager, and a problem solver with excellent follow-up and organizational skills
- Have proven ability to manage large, on-going projects, involving numerous volunteers, vendors, and partnerships
- Have familiarity with SignUpGenius and the ability to learn other tools and software as needed
- Have reliable transportation and the ability to drive to the CCC and any pick-up location when necessary
- Have proven and successful experience in all areas under the Primary Responsibilities

Primary Responsibilities

Under the guidance and leadership of the Outreach Pastor, the Operations Manager of the Community Care Center (CCC) will be responsible for all day-to-day operations of the CCC as well as maintaining and strengthening partnerships with donors and the surrounding community.

Operations Management

- Manage volunteers that includes recruiting, training, and scheduling as well as shepherding and conflict management
- Oversee the maintenance and preparation of the facility and vehicles that ensures proper allocation of space, organization, cleaning, repairs and ordering supplies
- Ordering necessary food from the Food Bank
- Distribution of items (food, clothing, etc.) every Wednesday and Saturday
- Develop and maintain all necessary documentation to track day-to-day operations, manage a budget, and identify opportunities for improvement

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Donor and Partner Relationships

- Strengthen relationships with stores and other organizations while continuously networking to build new donor relationships
- Strengthen partnerships with the diaper pantry, health clinic, SNAP registration, etc. for “special events” while continuously networking to build new partnerships and provide services to the community
- Partner with other Chapel campuses that have food pantries, clothing closets, etc. to share resources, support each others’ ministries, and provide additional care for our communities
- Participate in on-going training with the Food Bank regarding food safety certification and database use
- Research grant opportunities and actively apply for them
- Respond to inquiries and requests regarding donations and schedule pickups as needed
- Provide necessary documentation and receipts for donations

Relational Leadership

Under the guidance of the Outreach Pastor ...

- Lead all aspects of the CCC (community members, volunteers, donors, partners, etc.) as a ministry and facilitate intentional opportunities to be a relational bridge for people to join in community at The Chapel
- Regularly communicate what God is doing in and through the CCC with Chapel leaders and staff and foster engagement and volunteerism by Chapel ministries and their leaders
- Provide leadership, shepherding and direction to Team Leaders to ensure all CCC areas are well maintained and ready to serve the community while actively seeking areas of improvement
- Provide relational leadership to volunteers and community members and proactively resolving conflict as needed

This role description is meant to describe the general nature and level of responsibilities being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.