

# CHURCH AT VIERA

Job Description Form



Job Title	Operations Coordinator	
Reports To	Operations Director	Rev Date Approved: 2/17/2022

Level/ Grade	Type of position:	
	<input type="checkbox"/> Full-time	<input type="checkbox"/> Exempt
	<input checked="" type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt
	<input type="checkbox"/> Intern	

## PURPOSE OF POSITION

**Operations Coordinator:** The Operations Coordinator will assist with the management of daily business activities and administrative tasks to support the Operations Director. They will also be responsible for bookkeeping, human resources, Church Management Software (ChMS), and financial duties of Church at Viera. To be successful in this role, the candidate must exude kindness and courtesy, maintain complete confidentiality, be able to resolve problematic situations efficiently, and exercise professional skills to support the Operations Director and church staff.

## JOB RESPONSIBILITIES

### Finance Administration

- Count, process, and enter all contributions and related reports.
- Process and make bank deposits.
- Assist members as needed with contribution statements, acknowledgement letters, and giving questions.
- Manage, process, and maintain files for all payables and receivables: review and enter all invoices and process for payment, maintain and collect all receivables (CAV Kids, Preschool) and process payments / deposit, collect, enter, and process all receipts for credit cards and store lines of credit. Reconcile statements.
- Make bank transfers for all credit card and loan payments.
- Enter and process payroll and related reporting.
- Research and resolve vendor disputes.
- Obtain w9 forms and workers compensation coverage as needed for vendors and contractors and maintain files.
- Assist with annual insurance renewal process.
- Manage annual Corporate Filing renewal and sales tax exemption.

### Human Resources Administration

- Manage and process all new hire paperwork and employment documents; set up payroll.
- Process background checks.
- Set up and maintain all employee files.
- Ensure compliance with all state & federal employment wage and hour laws.
- Manage termination process regarding exit interviews, final paycheck, and employee file.
- Obtain paperwork and authorizations for pastoral housing, insurance, and retirement.
- Assist Pastors and Office Manager with payroll and benefit information as needed.
- Assist with workers compensation audits and claims facilitation.
- Work with leadership and the Personnel Team with writing and communicating employee benefits.
- Manage and update Personnel Handbook for Pastors and employees.

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**Church Management System (ChMS)**

- Database – search for profiles, create search queries, pull reports as needed, maintain, and clean up database on regular basis.
- Membership Process– process membership forms, update profiles, send login activation, enter baptism data, direct to appropriate next queues, process new member presentations after Family Meetings.
- Assist Ministries in setting up events, forms, process queues, reports, updates, and training to best serve CAV and ensure the accuracy and best use of the database.
- Help write policy and procedure for use of our ChMS.
- Hold quarterly training events for co-workers to enhance database skills and answer questions.

**Specific Responsibilities:**

- Be available to handle the church phone when necessary.
- Make telephone calls for the Operations Director, as directed.
- Maintains Operations Director’s appointment calendar.
- Schedules some appointments for the Operations Director, while redirecting those appointments that should be appropriately handled by another Executive staff member.
- Provides the Operations Director with updated daily, weekly, monthly, and yearly calendars.
- Aids in preparation for meetings through the production of documents, handouts, reports, meals, reminders, etc., as requested by the Operations Director.
- Maintains various types of files and databases for the Operations Director.
- Makes purchases for and assists in Expense reporting for Operations Director.
- Reviews and/or drafts the Operations Director’s correspondence and answers mail and/or composes letters, as directed.
- Arranges and reserves all ministry-related travel.
- Coordinates special projects for the Operations Director.
- Takes initiative for new and special projects, as requested by the Operations Director.
- Maintain accurate churchwide metrics.
- Run various reports and searches as (especially during budget season, at FYE and prior to Exec Team planning retreats).
- Run and maintain monthly financial and stewardship reports for Operations Director.
- Assist with maintaining and coordinating Facilities PM and Events calendar.
- Send staff, member, contributor, and church-wide emails as directed.
- Other duties relative to administration of CAV as requested by the Operations Director.

**EDUCATION**

- Associate’s or equivalent degree/certification

**EXPERIENCE**

- 3-5 years’ experience as an administrative assistant or office management is preferred.

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**SKILLS**

- Must demonstrate strong working knowledge of computers and proficiency in software programs, including Microsoft Word, PowerPoint, QuickBooks, Excel, church database systems and use of the Internet.
- Must possess efficient, caring, and discerning telephone skills.
- Must possess the desire to aid the Operations Director in fulfilling his responsibilities and lighten his load whenever possible.
- Must be a member of CAV
- A vital and growing personal faith in Jesus Christ.
- Align with the vision, mission, and values of Church at Viera
- Working knowledge of general office equipment
- Ability to plan, prioritize and manage multiple tasks
- Ability to work independently to accomplish tasks without direction
- Ability to deal with problems efficiently and effectively while maintaining good working relationships.
- Excellent communication skills (phone, written, and personal)
- Available Monday—Thursday, with occasional evening and weekend duties.
- Maintains confidentiality in all situations.
- The gift of hospitality and possessing a helpful, cheerful, diplomatic, and caring servant attitude to all.
- Strong organizational and troubleshooting skills.