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Updated: 4/25/2026

**PRIMARY PURPOSE**

The Director of Operations role exists to provide overall leadership for operational infrastructures that enable team members and ministries to do the work of mission. As a member of the Senior Leadership Team, the essential activities include driving vision for operational structures while managing day-to-day operational activities, cultivating solid strategies for optimal guest experiences, maturing an engaging and sustainable volunteer culture, and overseeing the strategic use and care for our facilities.

**QUALIFICATIONS, EXPERIENCE, & CORE COMPETENCIES**

- 7 years or more of experience as a leader in a corporate, non-profit, or ministry-oriented environment with emphasis on operations including facility management and system development
- Minimum of an undergraduate degree, preferably in a business or management discipline
- Expertise in the creation of strong systems and processes to facilitate organizational objectives
- Ability to identify, analyze, and resolve issues with effective solutions
- Acumen in building and leading a network of individuals and groups that form the building blocks for a thriving ministry

**PERSONAL TRAITS/DISPOSITION:**

- A thriving relationship with Jesus which leads by example, attracts others, and inspires people to follow
- A spiritually-aligned and personally-compelling spirit of full participation in the mission of Lake Forest Church
- Resolute, matter-of-fact style that pursues the highest possible level of quality in everything
- Highly-principled leader able to maintain operational effectiveness within well-defined guidelines and policies
- Humility to lead through positive working relationships, clear direction, and appropriate support
- Priority-oriented, driving toward mission-critical strategies
- Interpersonal discernment, approaching relationships with a blend of maturity, humility, and boldness
- Intentionality about maintaining a healthy work/life balance

**SPECIFIC RESPONSIBILITIES****1. OPERATIONAL STRATEGY**

- Owning continued development and execution of a comprehensive strategy for operations, providing collaborative guidance on the intersection of ministry activities with daily operations
- Providing vision for the safety and security of congregants including:
  - Collaborating with ministries to assess safety requirements and implement appropriate procedures
  - Leading a team of volunteers to continually improve security and medical operational systems, including immediate response programs, emergency events, inclement weather, or other safety threats
  - Working collaboratively to execute plans for interruptions to services, events, or activities
- Developing and maintaining a repository of operational policies and Standard Operating Procedures (SOP) for things like asset management, contracted services, compliance, emergencies, and weather
- Establishing and maintaining relationships with contracted services providers, overseeing and evaluating their work, and negotiating new and renewal contracts
- Managing logistics for events and services with clear expectations and plans for staff and volunteer responsibilities

*Lake Forest Church is an equal opportunity employer and is committed to creating a diverse and inclusive work environment. All employment decisions are based on qualifications, merit, and organizational needs. In accordance with applicable laws, Lake Forest Church does not discriminate in employment on the basis of race, color, national origin, sex, age, disability, or veteran status.*

*As a faith-based organization, Lake Forest Church reserves the right to employ individuals who share and live out our Christian beliefs, in accordance with the Evangelical Presbyterian Church (EPC) [Essentials of our Faith](#).*

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2. *GUEST EXPERIENCE STRATEGY*

- Casting and executing vision for Biblical hospitality for all (skeptics, spiritual explorers, and followers of Jesus) among teams that facilitate Sunday worship gatherings
- Building teams of volunteers who are fully engaged in helping people feel seen, welcome, and cared for in our building, including Sunday Serve Teams, weekly maintenance team, etc.
- Evaluating existing processes and identifying / implementing opportunities for improvement
- Managing spaces for optimal flow, comfort, and desired engagement

3. *VOLUNTEER CULTURE STRATEGY*

- Leading continued refinement and execution of robust, engaging, and positive volunteer culture strategies
- Developing and implementing solid recruiting and onboarding processes as well as developed training practices that provide team members have the necessary tools and information to fulfill their responsibilities and effectively serve as part of the team
- Leveraging systems using a defined approach to care for volunteers to ensure they are continuously engaged, feel part of the serving community, and experience relational care
- Working with ministries to effectively implement volunteer culture practices within individual ministries

4. *FACILITY USE & MAINTENANCE STRATEGY*

- Driving a comprehensive strategy for the appearance, proper functioning, and use of church facilities
- Leading of team of volunteers who maintain our facilities and complete special projects that make our building a space where people can work, worship, form community, and belong
- In partnership with ministry areas, directing the use of our spaces including policies, procedures, schedules, room resets, etc.
- Developing and implementing plans to establish coffee shop operations and manage day-to-day activities
- Serving as a key player on all construction plans and projects
- Overseeing the maintenance and proper functioning of mechanical systems and equipment, including long-range plans for systems upgrades, equipment replacement, or contract renewals

5. *LEADING DIRECT STAFF REPORTS*

- Providing day-to-day supervision and direction so that team members have the necessary tools and information to fulfill their responsibilities and effectively serve as part of the team
- Investing in each person's development, challenging and encouraging them toward opportunities to stretch them and regularly evaluating and coaching as appropriate

6. *OTHER DUTIES*

- Participating fully as part of the Lake Forest Staff team, prioritizing all staff gatherings and engaging in team and church-wide events and activities as necessary
- Establishing and managing the budgeted resources for operations, regularly reviewing actual spending against budgeted resources and making necessary adjustments in expenditures to avoid overspending
- Fulfilling other responsibilities as assigned

## POSITION DETAILS

<i>Primary Leader:</i>	Executive Director	<i>FLSA Status:</i>	Salaried, exempt
<i>Job Band:</i>	Band 2	<i>Position Status:</i>	Full-time
<i>Hours:</i>	Sun 7:30a – 12:30p Mon–Thurs 8:30a – 4:30p		

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## POSITION DESCRIPTION Director of Operations

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Other times as needed

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