

Director of Operations, First United Methodist Church of Ann Arbor (FUMC-AA)

Date: March, 2026

Job Title: Director of Operations

Job Type/Scope: Exempt, Full time staff

Reports to: Senior Pastor

Purpose/Overview of Job

The Director of Operations manages the administrative, financial, facilities, technology, security and compliance functions of FUMC-AA to effectively support and advance the vision, ministry efforts and long-term health of the church. Reporting directly to the Senior Pastor, this position works in close collaboration with key committees and lay leaders within the framework of the United Methodist Book of Discipline. Success in this position requires strong relationship management, clear communication, sound judgement, strategy development and continuous improvement in a dynamic environment.

Key Responsibilities

Administrative and Personnel Leadership

- Lead, coach, and support administrative staff through regular supervision, goal setting, feedback, and development planning.
- Foster a collaborative, welcoming, and inclusive staff culture.
- Develop, maintain, and regularly review operational and personnel policies, procedures, workflows, and staffing models to ensure effectiveness and efficiency.
- Partner with the Staff Parish Relations Committee (SPRC) on hiring, onboarding, compensation, benefits, performance management, and disciplinary actions.

Finance and Stewardship

- Partner with the Finance Committee to develop and steward the annual budget; monitor giving, investment, cash flow and expenses; forecast trends and provide regular reports
- Oversee financial systems, accounts, audits, grants administration, and regulatory compliance.
- Manage contracts, leases, and vendor relationships.
- Ensure appropriate insurance coverage, including workers' compensation, property, liability, and casualty insurance.

Facilities

- Partner with Trustees to ensure church buildings and grounds are clean, safe, secure, well maintained, and effectively utilized.
- Oversee facilities maintenance, repairs, renovations, and long-term building use strategy in coordination with relevant committees.
- Manage scheduling of facilities, equipment, and grounds, including oversight of the church calendar.

Technology, Security and Systems

- Ensure effective use of office, financial, worship, and security technologies; identify improvements and coordinate training as needed.
- Coordinate technology support and staffing.
- Serve as security administrator, overseeing cyber and facilities security policies, keys, access codes, and security systems.

Communications

- Coordinate integrated communication strategies for ongoing ministries, major church holidays, special events, and unexpected needs.
- Ensure consistent, timely messaging and visual identity across digital, print, worship, and social media platforms.

Knowledge, Skills and Abilities

- Strong interpersonal and communication skills with diverse audiences (staff, clergy, congregation, families, vendors, and community partners).
- Working knowledge in accounting, database management, and office productivity tools; familiarity with security and worship technology preferred.
- Knowledge of employment practices, compliance requirements, and confidential information handling.
- Excellent organizational, time management, strategy development, and problem solving skills; adaptable and collaborative leadership style.
- Comfortable taking direction and acting independently.
- Experience with grants administration and outsourced services is beneficial.
- Experience in a church or nonprofit environment is preferred.

Requirements

- Bachelor's degree in Business, Nonprofit Management, or related field with a minimum five years of operations management experience, preferably in a nonprofit or religious organization.
- Willingness to work a flexible schedule including evenings and weekends to attend key committee meetings and special events.