

Operations Manager

OVERVIEW:

The Chinese Bible Church of San Diego (CBCSD) is a non-denominational Christian church that consists of multiple campuses. The church administrative office is a supporting mechanism for all campuses, pastors, and the church council, as well as a bridging mechanism to external entities.

Position Overview

The Operations Manager provides strategic and operational leadership for the church's administrative office, supporting all campuses, congregations, pastors, and ministries of CBCSD. This role ensures that administrative, financial, facility, compliance-related, and information systems function efficiently, accurately, and in alignment with the church's mission and governance.

Reporting to the **Senior Pastor**, the Operations Manager leads office staff and volunteers and serves as a primary liaison between the church and external entities, including vendors, financial institutions, insurers, landlords, and professional service providers.

CORE RESPONSIBILITIES

1. Administrative Leadership & Office Operations

- Execute administrative action items as directed by the Church Council and Pastoral Staff
- Recruit, train, supervise, coach, and evaluate office staff, including:
 - Administrative Assistants
 - Facility Manager
 - Creative Content Specialist
- Recruit and maintain a bank of volunteers to assist in office and facilities operations
- Establish and maintain efficient office policies, procedures, and workflows
- Ensure consistent administrative support across multiple campuses and congregations

2. Pastoral, Ministry, and Program Support

(Responsibilities may be performed directly or delegated to staff under supervision)

- Provide administrative and production support for church ministries and programs, including:
 - Review and approve church-wide announcements
 - Bulletins, inserts, handouts, presentations, booklets, schedules, and newsletters, posters, video, and other church media productions
 - Sunday School, welcome, prayer, baptism, funeral, retreat, outreach, and mission activities
- Coordinate with ministries to support special meetings, conferences, and retreats
- Coordinate purchasing of furniture, office equipment, AV, IT hardware, phones, and ministry supplies

3. Financial Administration & Reporting

- Oversee the offering counting and recording process, including issuing annual giving statements
- Provide reports for the Council and pastors
- Propose and manage annual office and facility budget
- Oversee the expense reimbursements and payment requests process including check signing, distribution, and mailing
- Oversee the annual CPA-reviewed financial statements between the church accountant and an external CPA firm
- Serve as liaison between the Council Finance Committee and the church's bank on banking needs.

4. Compliance, HR Coordination & Risk Management

- Coordinate with church leadership, HR Department, and ministry leaders to support compliance with applicable **federal, state, and local labor laws and regulations**
- Assist in implementing and maintaining church policies and procedures related to employee and volunteer compliance
- Assist in the compliance efforts related to **California legislation**, including but not limited to:
 - **AB 506** (child abuse prevention training and screening)
 - **SB 1343** (sexual harassment prevention training)
- Support ministries in understanding and fulfilling compliance requirements for staff and volunteers
- Maintain appropriate records and documentation related to compliance and training
- Serve as a liaison with external consultants and legal counsel as needed

5. Contracts, Insurance, and Vendor Management

- Obtain, negotiate, manage, renew, and sign (as permitted by the Council):
 - Permits, licenses, leases, rental agreement, and service contracts
 - General liability, vehicle, and other insurance policies
 - Certificates of insurance

- Source and manage vendors and service providers
- Ensure compliance with contractual and insurance requirements

6. Church Management Systems & IT Oversight

- Oversee and maintain the Church Management System (ChMS), including:
 - Church database and directories
 - Attendance, offering, baptism records and statistics
 - Church-wide calendar
 - Room reservation system
- Manage church technology platforms, including:
 - Website, ChMS Apps, and resource boards
 - Google Workspace
 - Microsoft 365
 - Zoom
 - YouTube
 - Electronic media (sermon recordings, photos, staff photos)
- Provide or coordinate basic IT support and vendor escalation as needed

7. Facilities & Property Management

- Manage room assignments and space usage for congregations, ministries, and external events
- Coordinate facility maintenance and upkeep in collaboration with:
 - Facility Manager
 - Consultants and contractors
- Propose, plan, and oversee facility improvement projects
- Ensure facilities support ministry needs while maintaining safety, security, and stewardship
- Oversee, provide training, and equipment for the church's Emergency Response Team program to ensure safety for the congregation members on all campuses. This also includes AED maintenance and CPR training
- Run for and represent the church on the Carmel Garden Center Owners Association as an HOA Board Member and communicate needs of the church with the Carmel Mountain Ranch Business Community Association

8. Front Desk & General Operations Oversight

- Oversee front desk and administrative services, including:
 - Responding to phone, email, and in-person inquiries
 - Greeting and assisting visitors
 - Managing facility keys, access codes, and alarm monitoring
 - Handling mail and packages
- Coordinate miscellaneous operational needs, including:
 - CCLI reporting

- Bible sales
 - Lost-and-found management
 - Serves as point of contact and official spokesperson for the church in emergencies when appropriate
-

Skills And Qualifications

Required Qualifications

- Active participation at CBCSD or willingness to make CBCSD one's church home (external candidates considered case-by-case)
- College degree or equivalent relevant professional experience
- Fluency in **English**; proficiency in spoken and written **Chinese** (Mandarin and/or Cantonese) strongly preferred
- Strong organizational, interpersonal, and written communication skills
- Ability to maintain a high level of confidentiality and discretion
- Demonstrated ability to collaborate with pastoral staff, administrative staff, and ministry leaders
- Proficiency in Microsoft Office (Word, Excel, PowerPoint); ability to learn church management and cloud-based systems
- Willingness to adapt to evolving technology and ministry needs

Preferred Qualifications

- Two or more years of office management, operations, or administrative leadership experience
 - Experience in a church or nonprofit environment
-

Work Schedule

- Full-time position: **40 hours per week**
 - Evening and weekend hours required as needed based on church programs and events
-

Core Competencies

- Professional, service-oriented demeanor reflecting Christian values
- Strong attention to detail and follow-through
- Ability to manage multiple priorities in a multi-campus, multi-language environment
- Leadership mindset with both strategic oversight and practical execution