**Title: NextGen Operations Director   
Department:** NextGen **Reporting Structure:** NextGen Pastor  
**Positions supervised:** NextGen Programing/Production Staff (future full time, part time, contract, or volunteer)  
**FLSA Status:** Exempt, Full Time

**Summary of Position**

The NextGen Operations Director is responsible for all systems and processes that support administrative needs for the NextGen ministry. From check-in, facilities, resource management and special events, the NextGen Operations Director ensures that the NextGen staff and volunteers are prepared and equipped to execute ministry successfully. The NextGen Operations Director reports to the NextGen Pastor.

**Essential Functions**

* Develops systems, measures and reports that tracks attendance, volunteer growth and retention and provides pertinent data to the NextGen ministry team.
* Administratively leads the volunteer pipeline process ensuring that our volunteer process is as successful as possible.
* CMS guru, tracking attendance patterns and other pertinent data critical to making wise decisions.
* Manages spending/budget allocations so all NextGen teams are properly resourced and updated throughout ministry year.
* Oversees follow-up communication process for kids based on attendance and birthdays.
* Oversees and updates all records pertaining to kids, families and volunteers including applications, event registrations and systematic screening of existing volunteers.
* Oversees data-entry and data integrity teams to ensure we’re maximizing our data for immediate use by Pastors/Directors.
* Oversees purchasing and organization of ministry consumables.
* Oversees ministry resource management.
* Oversees check-in equipment, supplies as well as hospitality related teams.
* Oversees curriculum preparation and volunteers who assemble curriculum/resource supplies for the weekends.
* Oversees logistics relating to ministry-wide special events like Baptisms, Dedications, Camps and Mission trips.

**Other Functions**

* Brings innovation to the NextGen team by learning from others in similar roles locally and nationally through conferences, resources and networking.
* Actively recruits operations volunteers to serve NextGen administrative needs and special events/projects.
* Supports the NextGen Pastor and NextGen Management team where needed.

**Desired Qualifications/Skills**

* Highly administrative. Must be able to organize systems and processes from scratch and the ability to evaluate current systems for continual improvement.
* Is a strong team player and can bring people together - no lone rangers allowed.
* Is a team builder. Does not attempt to do everything alone, but constantly replaces himself/herself with teams of volunteers. Recruits, leads and empowers an organization of volunteers to support ministry processes
* Strong productivity skills and well versed in physical and virtual productivity tools to maximize time and resources.
* Comfortable with technology and able to adapt to new resources.
* Strong decision making skills based on values and good horse sense!
* Education: College Degree preferred
* Minimum 3 years experience in administrative/organizational roles
* Minimum 5 years experience leading and training employees and/or volunteers