



JOB POSTING

Job Title: Director of Operations

Job summary

Grace Cathedral is a landmark Episcopal cathedral that celebrates God's love for all people and shares San Francisco's diverse and innovative character. It is a sacred space and a place for community, through spiritual practice, public engagement, social justice and the arts. We believe in the power of our message to serve the cathedral community, the city and the world.

Grace Cathedral seeks a Director of Operations who is responsible for the day-to-day operations, working across all departments. This position will think creatively to ensure operations provide the necessary support for the mission of Grace Cathedral. In addition, this position also directs and oversees the physical support functions of the cathedral, including facilities management and maintenance.

Primary Duties & Responsibilities Summary

Operations (1/2 of the position)

General Operations

- Working with program staff, ensure that the Cathedral programs are adequately supported by the operations function
- Acts as liaison to ABM Parking Systems in management of parking garage operations.
- Supervise the Office Services Assistant and the Production Center (RISO) and receptionist
- Manage equipment leases
- Responsible for program signage

Information Technology Management and Oversight

- Working with our IT support vendor, manage the IT function and oversee technology support issues and solutions
- Responsible for administration of telephone system
- Supervises the Manager of Media Services
- Coordinates the execution of technology projects in the cathedral and other public spaces with the Communications Department and the Media Services team

Human Resources

Under the direction of the Chief Financial & Operating Officer,

- Responsible for employee communications and annual HR projects, including management of employee Performance Development Plan process and employee handbook updates

- Provide onboarding support for new employees and coordinate employee termination tasks with the Accounting Department

Facilities (1/2 of the position)

- Directs all facilities management, including facilities planning, maintenance and scheduling. Provides leadership and direction for both short and long-term facility planning.
- Supervises and directs the Facilities Manager, and Maintenance Engineer.
- Ensures the master calendar is maintained and helps resolve scheduling conflicts.
- Coordinates logistical and support requirements for large events, both liturgical and non-liturgical. Is on-site for major non-liturgical events such as Diocesan Convention, and is on-call for major liturgical events such as Christmas and Easter services.
- Ensures the safety of buildings, maintaining security systems and emergency preparedness plans.
- Serves as staff support and liaison to the Buildings & Grounds Committee of the Board of Trustees.

Qualifications Required

- Bachelor's Degree
- Project management/planning certification desired
- Experience supervising staff
- At least 10 years' progressive management experience
- 5-7 years of facilities management experience, including a basic understanding of building maintenance and systems
- Experience managing the technology environment for a similar size organization. Ability to perform basic troubleshooting of information management systems and computers
- Ability to manage multiple projects, often unrelated

Personal Qualities Desired

- Excellent judgment and creative problem-solving skills, including conflict resolution skills
- Effective oral and written communication skills, with the focus on effectively communicating project expectations to team members and stakeholders in a timely and clear fashion
- Excellent organizational and project management skills
- Strong interpersonal skills with the ability to work with vendors and all levels of the organization, including Trustees, Cathedral School for Boys and Diocesan staffs
- An affinity for improving processes, creating efficient systems, and institutionalizing knowledge
- Ability to assess and evaluate situations effectively
- Strong attention to detail and ability to manage deadlines
- Energetic, flexible, collaborative and proactive
- Ability to work well in a team setting

Employment Classification: full-time, exempt

Send resume and cover letter to jobs@gracecathedral.org