

## JOB DESCRIPTION

### Diocese of Orange, Pastoral Center

<b>POSITION TITLE:</b>	Director of Operations
<b>JOB CLASSIFICATION:</b>	Exempt
<b>PAY RANGE:</b>	\$120,000 to \$230,000
	Based on qualifications, experience, and education
<b>REPORTS TO:</b>	Chief Financial and Administrative Officer
<b>SCHEDULE:</b>	M-F, occasional weekends, and evenings

**SUPERVISORY RESPONSIBILITY:** Supervises five major business functions within the Operations Department: Real Estate Administration, Construction Project Management, Maintenance/Facilities and Construction Process and Administration.

**INTERNAL/EXTERNAL CONTACTS:** Christ Cathedral campus entities and staff, diocesan parishes and schools, advisory committees, consultants, vendors, and community at large.

**PRIMARY PURPOSE:**

The Director of Operations is responsible for leading and providing oversight for key strategic plan initiatives in support of the Roman Catholic Bishop of Orange, his advisory committees, Christ Cathedral campus and staff, parish pastors and school administration in the areas of:

**Real Estate:**

- Diocesan-wide land development, real estate acquisition and disposition; real estate portfolio management and revenue development.

**Construction Management:**

- Construction management of new construction and remodeling projects at parishes, schools, Christ Cathedral campus and cemeteries.

**Christ Cathedral Campus Facilities:**

- Cathedral Campus facility maintenance and support, including HVAC, energy use and space planning management.

**Construction Process and Administration:**

- Real estate and construction contracts, process improvement, code compliance, agency governance and legal compliance

In consultation and coordination with other department heads and internal department team members, the Director of Operations must strive for long-term operational efficiency, effectiveness, and overall financial viability of the organization, overseeing

operations, budget administration, project management, process development and improvement, coordination and deployment of appropriate resources.

It is a critical ministerial role to assist in the Bishop's evangelization efforts while thrives to create an environment of spiritual and cultural engagement and supporting revenue opportunities consistent with our Catholic Mission.

**ESSENTIAL FUNCTIONS:** Because all RCBO employees represent the Roman Catholic Church, they are expected to conduct themselves according to the goals and mission of the Church in performing their work.

The position of Director of Operations consists of some or all of the following duties:

- Provides leadership and supervises the day-to-day operations of assigned business functions in the execution of strategic plan objectives, assuring they are deployed and operating at a high level of performance.
- Establish annual business plan that targets and identifies business opportunities by creating and prioritizing key business metrics that identify potential revenue sources. Assuring all annual business objectives are achieved per plan.
- Take corrective action when and where deficiencies are noted and assuring appropriate staffing and training.
- Work in consultation and strong collaboration with each department head, campus stakeholders, tenants, internal client groups (primarily the pastoral center, parish, and school personnel) on operational needs, deficiencies and appropriate corrective actions identified.
- Acts as Executive Liaison to Bishop's Real Estate and Construction Advisory Committee.
- Build sustainable relationships of trust through open interactive and collaborative engagements. Provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Provide accurate, valid and complete information by using the right methods/tools.
- Ensure communication procedures, guidelines and policies are followed.
- Assures contract terms are adhered to and quality standards are of the highest order.
- Evaluate "best in class" operational oversight in assessing organizational readiness, costs and rationale to maximize potential costs savings to the Diocese.
- Develop/oversee a comprehensive Security Plan and detail protocols to assure a safe environment exists 24/7.
- Assure adequate resources are deployed in concert with acceptable events on campus assuring events are run in a cost-effective manner.
- Other duties and responsibilities as assigned.

## **QUALIFICATIONS & EXPERIENCE**

### **REQUIRED:**

- College Degree in Business, Engineering,
- 15 years extensive business operations experience within multiple disciplines.
- Strong supervisory experience overseeing complex facility operations and corresponding services.
- High level of customer service orientation, ability to adapt/respond to a variety of stakeholders. Proven client support experience.
- Strong knowledge of real estate, construction management, project management and contract administration.
- Strong business acumen with strong P&L experience
- Track record of over-achieving goals and objectives.
- Excellent communication skills, active listening, and presentation skills.
- Familiarity with financial systems and practices.
- Ability to multi-task, prioritize, and manage time effectively.
- Excellent at task delegation and follow up.
- Other duties as needed

**DESIRED:**

Practicing Catholic and models his or her faith in daily actions and behavior.

**TYPICAL WORKING CONDITIONS:**

Generally, both indoors and outdoors with exposure to various and extreme weather conditions. Often working standing up or typical office environment, sitting for long periods of time. Equipment operated includes office equipment such as computers, printers and phones.