



## Operations Manager Position Description

**Role Type & Commitment:** Full-time, support-based position in Bend, OR. Two year commitment required.

**Salary Range:** \$45k-\$80k dependant on experience, education, and personal financial support.

**Reports To:** Executive Director

Climbers for Christ (CFC) is a US-based, globally-connected ministry headquartered in Bend, Oregon. Founded in the Yosemite valley in 1989, CFC has fostered strong, decades-long relationships throughout the climbing community. The vision of CFC is to love and serve climbers so every climber and climbing community has the opportunity to experience and follow Jesus Christ.

CFC's extensive community of volunteers, chapters and individual members exemplify the values of Hope (in Christ), Love for People, Stewardship, Discipling & Mentoring, and Hospitality & Service. CFC staff are expected to personally and professionally model all of these values - though one's passion and talents will often align more closely with a select few.

The Operations Manager will join a growing non-profit ministry and serve alongside the Executive Director in Bend, Oregon. This person will be a Jesus-following, missionally-minded individual who has a love for organization, works well on their own, and has excellent attention to detail. They should be gifted in multi-tasking, willing to adapt alongside the organization, and have a heart of service.

Every CFC staff member is encouraged to participate directly in our mission by engaging with the local CFC community, visiting leaders/members, attending events and festivals, and praying regularly for the ministry around the world.

### **Primary Function:**

The Operations Manager will oversee CFC's financial & donation systems, and office operations. They will work with the Executive Director and CFC's core leadership team to build organizational capacity and design & implement systems that support our mission: *Living the love of Jesus in the climbing community.*

### **Character:**

The Operations Manager is the key driver of CFC's behind the scenes operations. They are the champion of the organization's systems, which support the ground-level, volunteer work of our community. They will fulfill their role with integrity and enthusiasm for continuous improvement. Above all, the Operations Manager will maintain a lifestyle that reflects the gospel, and displays a commitment to the local church and climbing community both personally and on behalf of the organization.

The Operations Manager will:

- Be a maturing follower ("disciple") of the Lord Jesus Christ: growing in love for God, God's Word, God's purposes in the world, and God's people - specifically in the climbing culture.
- Live a lifestyle consistent with the CFC Statement of Faith and CFC Leadership Commitment, and commit to upholding them (as described in the CFC Ministry Handbook).
- Ensure that all personal ministry is designed and carried out with a dependence on prayer that takes place out of the overflow of a personal relationship with Jesus Christ.

## **Responsibilities:**

1. Administrative
  - a. Oversee the ministry's financial systems & processes
    - i. Manage Donor & Accounting software (Aplos)
    - ii. Process checks & payables
    - iii. Oversee bookkeeping (e.g. third-party bookkeeping service)
    - iv. Monitor financial transactions & reports
    - v. Coordinate other financial oversight with Executive Director
  - b. Update & Maintain organizational files and documents
    - i. Electronic documents & receipts (e.g. in Dropbox, G-suite, etc.)
    - ii. Procedural documentation for HQ Operations
  - c. Assist with maintaining and organizing the Donor & Contact databases
2. Communications
  - a. Assist with communications
    - i. Writing/proofing email newsletters & general announcements
    - ii. Project-specific email communications
    - iii. Project-specific social media content
    - iv. Coordinate website posts and updates with website admin
  - b. Coordinate with Executive Director and volunteers for project-based needs
    - i. Volunteer recruitment, event promotions, etc.
    - ii. Assist with donor communications (Thank you letters, appeals, etc.)
  - c. Help coordinate annual bulk mailings
  - d. Serve as the secondary contact for the organization (contact email, forms & phone)
3. Fund Development
  - a. Obtain and maintain full personal financial and prayer support
  - b. This is a "support-based"<sup>1</sup> position and a salary range appropriate to experience and relocation circumstances shall be discussed with the CFC Hiring Committee
  - c. Nurture donor relationships through regular newsletters, personal communication, and visits (when possible)
4. Other Potential Opportunities & Responsibilities
  - a. Conference and Event Planning/Coordination
  - b. Ladies of CFC program support, "Climb Hard, Love Harder" Podcast, Resource Library, etc.
  - c. Assist with event materials & merchandise orders & inventory
  - d. Create, improve or maintain systems; for example:
    - i. CRM and communications systems
    - ii. Internal communication systems (e.g. Slack, Discord, MS Teams, etc.)
    - iii. New Volunteer Leaders recruitment & onboarding
    - iv. New Ministry Contact Onboarding

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<sup>1</sup> Climbers for Christ will help facilitate training for raising support through an independent ministry partner. If applicants are unfamiliar with this model of raising funds to work with non-profit ministries, please contact us at [admin@climbersforchrist.org](mailto:admin@climbersforchrist.org) and a member of the hiring committee will provide more details.

**Minimum Requirements:**

1. Clear and ongoing sense of calling to serve as a CFC staff member, exemplifying a passion for CFC ministry, mission and values
2. Proven problem-solver with operational, business and/or financial acumen
3. Ability to multitask, prioritize and set & meet deadlines in a small non-profit work environment
4. Exceptional interpersonal, organizational, communication (both written and verbal), grammar and critical thinking skills
5. Strong organizational skills and attention to detail and accuracy
6. Self-motivated and a proven ability to work independently with minimal supervision
7. Ability to work effectively and positively with a range of individuals and working styles, and with people at all organization levels including staff, board members, volunteers, donors, and vendors
8. Proficient computer skills including email, Google Suite, document preparation and storage, and CRM database software (e.g. Hubspot), etc.
9. Bachelor's degree or equivalent experience

**Preferred Qualifications:**

1. Experience with overseeing organizational finances or donor relationships (e.g. Bookkeeping, Treasury, Donor relations/fund development, CPA, CFO/COO, etc.)
2. Completion of training course(s) or degree in ministry or leadership
3. Degree or equivalent experience in Nonprofit administration, Finance or Operations
4. 2-3 years of ministry leadership and/or mentoring experience
5. 4+ years rock climbing experience

**Development Potential:**

The Operations Manager has the opportunity to adapt, modify and grow their role as the ministry and staff team grows. CFC is committed to investing in the strengths and opportunities of each staff member and is excited to facilitate individual growth.

**Physical Demands/Work Environment:**

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. The person in this role is regularly required to stand, sit, walk, climb stairs, talk, listen and occasionally lift and/or move up to 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Our office is located in Bend, Oregon and the position is "HQ-based" with potential for hybrid remote work.

**Equal Employment Opportunity:**

Climbers for Christ is dedicated to the principles of equal employment opportunity. The organization prohibits unlawful discrimination against applicants or employees on the basis of age, race, sex, color, national origin or disability in accordance with applicable legal requirements. This prohibition includes unlawful harassment because of an individual's membership in any of these protected classes.

Because it is a religious organization, Climbers for Christ is permitted by law to use its religious doctrines and practices as a basis for hiring and other employment decisions with all employees. In addition, employees having ministerial functions, including missionaries and employees in leadership roles, may be subject to special requirements or qualifications based upon religious principles.

**How to Apply:**

Submit a cover letter, resume or any questions to [admin@climbersforchrist.org](mailto:admin@climbersforchrist.org). Applications will be accepted on a rolling basis until the position is filled. Initial application deadline: **January 14th, 2024.**