
WEST PORTAL CHURCH

Director of Administration (0.5/0.55FTE)

PURPOSE

The role of the Director of Administration is to provide operational leadership and structural support that enables the church's mission to flourish. As an operational team member of West Portal Church, this role ensures that staff, facilities, systems, and volunteer infrastructure are well-organized, effectively resourced, and aligned with the church's vision.

This role is ideal for a systems-oriented, operationally gifted leader with a passion for the local church. They find fulfillment in building the structures that facilitate effective ministry.

ESSENTIAL FUNCTIONS

1. Staff Oversight & Human Resources – 25%

The Director of Administration serves as the primary day-to-day supervisor for support staff, ensuring clarity of roles, accountability, and ongoing development.

- Directly supervise office/administrative staff, custodial staff, and facilities staff.
- Conduct regular one-on-one check-ins.
- Conduct yearly performance reviews.
- Lead onboarding and off-boarding processes for support staff and key volunteers, ensuring smooth transitions and continuity.
- Develop and maintain support staff policies and procedures in consultation with the Lead Pastor and Leadership Team.
- Coordinate systems that ensure staff scheduling, coverage, and communication maintain operational continuity.

2. Facilities & Operations – 25%

This role takes ownership of the church's physical environment and operational infrastructure, maintaining spaces that are safe, functional, and ready for ministry.

- Oversee custodial and facilities staff to ensure facilities are consistently well-kept and ministry-ready.
- Coordinate and lead the volunteer facility team, including scheduling regular meetings, communication, and projects oversight.
- Manage vendor and contractor relationships, including obtaining quotes, coordinating work, and ensuring quality outcomes.
- Oversee staff and systems that organize facility booking and scheduling systems to maximize use and minimize conflict.

3. Volunteer Coordination & Systems – 15%

- The Director of Administration builds and sustains the volunteer teams that help in the church's operational ministry areas.
- Recruit, equip, and support volunteer teams across operational ministry areas (hospitality, tech crew, parking, coffee, maintenance team, setup/cleanup).
- Develop clear volunteer onboarding pathways and role descriptions to set volunteers up for success.
- Maintain and improve volunteer management systems (including Planning Center or equivalent).
- Ensure operational volunteer teams are adequately staffed, trained, and appreciated.

4. Communication & Systems Administration – 25%

- This role oversees internal and external communication infrastructure, ensuring clarity, consistency, and effectiveness across all church channels.
- Provide oversight and direction to administrative/office staff and volunteers for website, electronic communication, and social media.
- Maintain and improve administrative systems and databases (Planning Center, internal processes, etc.).
- Develop, document, and review policies and procedures to ensure operational clarity and consistency across ministry areas.
- Identify and implement operational improvements that increase efficiency and reduce friction for staff and volunteers.

5. Staff Team Participation – 10%

- Attend and actively contribute to weekly staff meetings
- Meet regularly with the Lead Pastor for coaching, alignment, and ministry discernment
- Participate in staff retreats, special events, and church conferences as required
- Represent the operational needs and realities of the church in team planning conversations

ORGANIZATIONAL RELATIONSHIPS

The Director of Administration is employed by the body of West Portal Church and is accountable to the Lead Pastor for day-to-day ministry, operational decisions, and the carrying out of the church's vision as set by the Leadership Team.

This role directly supervises office/administrative staff, custodial staff, and facilities staff. It also provides coordination oversight for volunteer teams.

QUALIFICATIONS & CHARACTERISTICS

- A committed follower of Jesus with a genuine heart for the local church.
- Demonstrated experience in organizational administration, operations, or leadership.
- A natural systems-builder: someone who sees gaps in processes and is energized by creating clarity and structure.
- Strong interpersonal skills with the ability to lead, coach, and develop both paid staff and volunteers.
- High attention to detail and the ability to manage multiple priorities simultaneously.
- Alignment with West Portal Church's mission, values, and culture.
- Experience with church management software (Planning Center preferred) is an asset.

NOTE

The needs of a growing church often require evolution in job descriptions. Any major changes to this role will be directed by the Leadership Team in consultation with the staff affected.