

Director of Operations

Position Information

- **Position Title:** Director of Operations
 - **Reports To:** Head of School
 - **Position Type:** Full-Time | Exempt | 12-Month
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Position Purpose

The Director of Operations at Shepherd Christian School exists to ensure the smooth, effective, and mission-aligned daily operation of the school outside the classroom. This role provides leadership and oversight for systems, logistics, safety, facilities, and coordination that allow instructional leaders and teachers to focus fully on teaching and student formation.

The Director of Operations views operational leadership as Christian ministry and serves the school with excellence, humility, discretion, and a servant's heart—supporting the Head of School, leadership team, staff, students, and families through faithful stewardship and clear systems.

Christian Mission & Lifestyle Expectations

As a ministry of Shepherd Christian School, the Director of Operations is expected to model Christlike character and uphold biblical values consistent with the school's mission.

The Director of Operations will: - Profess a clear Christian testimony and demonstrate a growing relationship with Jesus Christ. - Live a lifestyle of biblical integrity in speech, actions, and relationships. - Actively attend and support a Bible-believing church. - Support and uphold the school's Statement of Faith, Lifestyle Agreement, and Ethical & Moral Integrity standards. - Model servant leadership marked by integrity, discretion, reliability, and wisdom. - Follow the biblical principles of Matthew 18 when addressing conflict. - View operational leadership as ministry and intentionally serve the school community with excellence.

Primary Responsibilities

Daily Operations & Systems Oversight

- Oversee day-to-day school operations that occur outside the classroom.
- Develop, implement, and refine operational systems that support effective school functioning.
- Anticipate needs, solve problems proactively, and ensure continuity of operations.

Staffing & Program Coordination

- Coordinate and oversee substitute teacher systems and daily coverage needs.
- Oversee food service operations in collaboration with food service staff.
- Supervise custodial and maintenance staff to ensure clean, safe, and well-maintained facilities.

Scheduling & Logistics

- Develop and manage school-wide schedules, calendars, and logistical plans.
- Coordinate special events, assemblies, testing schedules, and school-wide initiatives.
- Manage the scheduling and use of school and church facilities in collaboration with pastoral staff, ensuring alignment with shared campus expectations.

Curriculum & Program Support

- Support curriculum alignment and implementation in collaboration with principals and instructional leaders.
- Assist with scheduling and coordination of specialized instructional programs and services.

Executive Support & Leadership Coverage

- Serve as executive assistant to the Head of School, supporting scheduling, communication, and coordination.
- Schedule meetings, prepare materials, and support leadership workflows.
- Serve as the acting representative for the Head of School when the Head of School is off campus, as delegated.

Safety, Facilities & Compliance

- Lead safety planning, emergency preparedness, and crisis response coordination.
- Ensure safety protocols are posted, communicated, and adhered to across all buildings.
- Coordinate drills, inspections, and compliance with safety and regulatory requirements.

Leadership Team Support

- Serve as a key operational resource to all members of the Shepherd Christian School Leadership Team.
- Collaborate with directors, principals, and business office staff to support school-wide initiatives.
- Provide operational insight and problem-solving support for leadership decisions.

Key Performance Indicators (KPIs)

Mission & Culture

1. Consistently models Christlike character and supports Shepherd Christian School's mission through servant leadership.
2. Builds trust through reliability, discretion, and professionalism.

Operational Effectiveness

3. Ensures smooth, efficient daily operations with minimal disruption.
4. Develops and maintains clear, effective operational systems.

Staffing & Logistics

5. Ensures consistent and effective substitute coverage and staffing coordination.
6. Oversees facilities, custodial, and maintenance operations effectively.

Scheduling & Coordination

7. Produces accurate, well-managed schedules and calendars.
8. Coordinates school-wide events and initiatives successfully.

Safety & Compliance

9. Maintains a safe, secure campus through proactive planning and adherence to protocols.
10. Ensures safety documentation and postings are current and compliant.

Leadership & Support

11. Provides effective executive support to the Head of School.
12. Serves as a reliable operational leader when the Head of School is off campus.
13. Supports leadership team members with timely, effective operational solutions.

Stewardship & Growth

14. Uses time, resources, and personnel wisely and responsibly.
15. Demonstrates adaptability, problem-solving, and continuous improvement.

Qualifications & Experience

- Bachelor's degree required; experience in school operations, administration, or organizational leadership preferred.
- Demonstrated experience managing systems, logistics, and personnel.
- Strong organizational, communication, and problem-solving skills.

Personal & Professional Expectations

- Demonstrates courtesy, integrity, flexibility, gratitude, and perseverance.
- Maintains emotional stability and professionalism under pressure.
- Submits respectfully to school leadership and governance structures.
- Represents Shepherd Christian School positively to families, church partners, and the broader community.

Disclaimer

This job description reflects the general duties and expectations of the position but is not intended to be an exhaustive list. Shepherd Christian School reserves the right to modify duties and responsibilities as needed to support the mission and operation of the school.
