

Senior Director of Operations & Support Services

JOB DESCRIPTION

Job Title: Senior Director of Operations & Support Services

Location: Christian City, GA

Department: Support Services

Reports To: Chief Operating Officer (COO)

FLSA Status: Exempt, Full Time

About Christian City

Christian City is a faith-based, nonprofit organization located in **Union City, Georgia**, serving children, families, and older adults for over 60 years. Situated on a 500-acre campus, Christian City provides a continuum of care through residential programs for children and youth, foster care and family services, transitional living for young adults, and active senior living.

Rooted in compassion and community, Christian City is committed to creating a safe, supportive, and purpose-driven environment where individuals can heal, grow, and thrive.

Position Summary

The Sr. Director of Operations & Support Services provides strategic leadership and operational oversight of key support functions across Christian City. This role works collaboratively across all departments to ensure campus operations are efficient, safe, and well-coordinated. The Director is responsible for Campus Patrol, fleet management, coordination of renovations, oversight of Facility Maintenance Team for scheduled and unscheduled building maintenance, budget and forecast management, schedule synchronization, and project management. This position plays a critical role in aligning operational priorities with organizational goals while supporting residents, staff, and leadership.

Essential Duties & Responsibilities

Fleet Management

- Oversee all aspects of organizational vehicle operations, policies, and procedures.
- Monitor vehicle maintenance schedules and coordinate routine and preventative servicing of our 13 vehicle fleet.
- Track vehicle usage, mileage, registrations, and insurance documentation.
- Prepare and present monthly fleet utilization and maintenance reports.
- Ensure compliance with safety standards and regulatory requirements.

Renovation & Facilities Coordination

- Coordinate residential unit renovations and campus facility improvements.
- Work closely across all departments to align renovation timelines with operational and program needs.
- Oversee contractors performing upgrades, repairs, and capital improvement projects.
- Ensure projects are completed on time, within scope, and in compliance with safety and quality standards.
- Prioritize and coordinate daily work schedule for 5-person facility maintenance team.

Campus Patrol

- Supervise Campus Patrol operations and scheduling of 7-person Team
- Supervise development and implementation of Campus Risk Management and Emergency Response Plan
- Ensure adequate coverage and efficient allocation of resources.

Budget & Forecast Management

- Develop and manage operating budgets for Support Services functions.
- Monitor expenses, analyze trends, and prepare forecasts to support leadership decision-making.
- Identify cost efficiencies and resource optimization opportunities.
- Provide regular financial updates and variance reports to the COO.

Scheduling & Operational Synchronization

- Coordinate work schedules across Support Services, Maintenance, Campus Patrol, and related operational teams.
- Work across all departments to ensure schedules are aligned with campus priorities, events, and staffing needs to ensure adequate coverage and efficient allocation of resources.

Project Management

- Lead operational and cross-functional projects that support campus operations and long-term improvements.
- Develop project plans, timelines, and deliverables while monitoring progress and milestones.
- Communicate project updates, risks, and outcomes to leadership and stakeholders.
- Proactively address challenges to maintain project momentum.
- Assist COO in planning and synchronization of campus level initiatives and major construction projects.

Maintenance Oversight

- Provide leadership and direction to the Maintenance Supervisor and assigned team members.
- Establish maintenance priorities and oversee preventive and corrective maintenance activities.
- Ensure timely ordering and availability of tools, equipment, and supplies.
- Review daily, weekly, and monthly maintenance reports to monitor productivity and service quality.

Contract Oversight

- Manage and oversee vendor and contractor relationships supporting campus operations.
- Coordinate contracts related to fire suppression and monitoring, safety and security systems, residential unit renovations, major repairs, landscaping, and grounds maintenance.
- Monitor contractor performance to ensure compliance with contract terms, safety standards, and service expectations.
- Review invoices and recommend approval in alignment with budget and contractual agreements.

Qualifications

- Bachelor's degree preferred; equivalent combination of education and experience considered.
- Demonstrated experience in facilities management, project management, or operational leadership.
- Strong management and people-leadership skills with experience supervising teams.
- Proven project management capabilities, including managing multiple priorities and timelines.
- Excellent organizational, communication, and problem-solving skills.
- Experience with formal planning processes including Lean Six Sigma or MDMP.
- Ability to adjust work priorities based on changing circumstances.
- Proficiency in Microsoft Office and maintenance management systems; WorxHub experience preferred.
- Valid driver's license with a clean driving record.

Physical Requirements

- Ability to stand, walk, and sit for extended periods.
- Ability to lift and carry up to 50 pounds as needed.
- Ability to work in both indoor and outdoor environments.

Management Responsibilities

- Directly supervises operational supervisors and support staff.
- Provides oversight for multiple teams across campus operations.
- Coordinates operations in alignment with other organizational leaders.

Benefits:

- We offer a competitive benefit package to include medical, dental, vision, life insurance, disability, 403b retirement investment option with 6% matching along with supplement benefits.
- We offer paid holidays and PTO

Salary ranges from \$82,000- \$90,000 depending on experience

Submit resume with cover letter, via email, to jobs@christiancity.org

Equal Opportunity Employer