



## **Director of Support Services**

### **Basic Accountability**

The Director of Support Services reports to the Senior Pastor and works closely with the Leadership Board. This role provides leadership and oversight for the business, operational, and support functions of Holy Trinity Lutheran Church and School (HTLC/S), ensuring excellence in finance, facilities, human resources, technology, and administrative systems. The Director of Support Services enables pastors, teachers, and ministry leaders to focus on discipleship and ministry by ensuring that supporting structures are effectively managed.

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### **Major Responsibilities**

#### **Leadership & Alignment**

- Partner with the Senior Pastor and Leadership Board to ensure organizational alignment with the Mission and Vision of HTLC/S.
- Provide leadership and direction to non-pastoral staff in finance, human resources, facilities, and technology.
- Serve as a single point of accountability for operational and administrative matters.

#### **Finance & Stewardship**

- Facilitate annual planning and budgeting in partnership with the Treasurer, Business Office, and Leadership Board.
- Oversee payroll, accounting, financial reporting, and audits.
- Ensure compliance with IRS, state, and non-profit regulations.
- Support fundraising, capital campaigns, and grant compliance.

#### **Facilities & Safety**

- Direct day-to-day facility operations, including maintenance, security, and custodial services.
- Oversee capital projects, renovations, and emergency preparedness.
- Develop and implement policies for facility use and access.



### **Human Resources & Staff Support**

- Manage HR processes: hiring, onboarding, performance evaluations, benefits, compensation, and staff care.
- Ensure compliance with HTLC/S Constitution, Bylaws, Policy Manual, and employment laws.
- Provide support and resources for a healthy workplace culture.

### **Technology & Systems**

- Oversee information systems, church management software, and technology infrastructure.
- Ensure data security, accessibility, and appropriate upgrades.
- Evaluate and recommend tools that improve operational efficiency.

### **Governance & Reporting**

- Provide timely operational and financial reports to the Senior Pastor, Leadership Board, and Voters Assembly.
- Serve as staff liaison for committees and task forces related to facilities, finance, or administration.
- Maintain records and policies consistent with an Oklahoma Non-Profit Corporation.

### **Other Duties**

- Carry out additional responsibilities as assigned in support of ministry needs.

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### **Qualifications**

- Bachelor's degree in business administration, nonprofit management, or related field required.
- Minimum 5 years of experience in finance, operations, or organizational administration preferred.
- Experience with church or nonprofit administration preferred.
- Active membership in a Lutheran Church—Missouri Synod congregation preferred.
- Ability to work occasional evenings and weekends for meetings, events, or facility needs.



## Key Skills

- Strong leadership in administration, finance, HR, facilities, and technology.
- Excellent organizational skills, planning, and strategic thinking.
- Clear and professional written and verbal communication.
- High integrity, professionalism, and confidentiality.
- Relational and collaborative team player.
- Problem-solving mindset with ability to anticipate operational needs.
- Competence with financial systems, HR tools, and church/school management software.