



Hearts of Fire International Ministries

Operations Director Position

Position Description:

The Operations Director will be the “overseer” of the Operations Team (OT) at each Hearts of Fire event. This means the Operations Director will oversee the OT, which serves in the following areas: greeting, set-up/tear-down, ushering, custodial, and security. The Operations Director position reports first to the President, secondarily to the Conference Convener and the Volunteer Coordinator.

Qualifications

- Maintain an authentic and growing walk with Jesus Christ
- Passionate about the mission and vision of Hearts of Fire
- Willingness to submit and minister within the guidelines of Hearts of Fire
- Ability to respond with a sense of urgency and professionalism
- Skilled in organization, administration, and interpersonal relationships
- Dependable leader; good communication skills; team player; positive attitude
- Can effectively build and lead teams of people and maintain order
- Ability to direct people, delegate responsibilities, and give clear instruction
- Able to present a professional/positive image
- Have the gift of Hospitality (making guests feel welcome)
- Ability to oversee the OT: Greeters, Set-up/Tear-down, Ushers, Custodial, & Security Teams

Responsibilities:

- Work closely with the President and Event Convener to ensure the ministry being provided by the team supports the theme of the event
- Collaborate with the following team members for each event: Volunteer Coordinator, Security Coordinator, Registration Coordinator, Product Coordinator, Worship Coordinator, vendors, etc.
- Assess each event site to plan, setup, and develop protocols for the OT

- Serve as the overseer of the OT
- Develop core teams that will be referred to as the OT who serve as Welcoming Team, Security Detail, Ushers, Set-up/Tear-down, Custodial, and Parking Lot Detail
- Communicate your volunteer needs to the Volunteer Coordinator, who is responsible to create/manage shifts/schedules for volunteers, and gives them assignments for each session of the event. The Operations Director enforces those shifts/schedules and assignments by reaching out to his/her volunteers to hold them accountable.
- Communicate clear instructions and tasks to each volunteer on the OT.
- Communicate your volunteer needs to the Volunteer Coordinator; develop a “Welcoming Team”:
 - Instruct the Welcoming Team to greet each attendee, make sure they have registered, and assist them in finding a seat.
- Communicate your volunteer needs to the Volunteer Coordinator; develop a “Set-up/Tear-down Team”:
 - Instruct Set-up Team to ensure all banners, signs, and supplies are transported to each event and set up the day before
 - Once an event concludes, ensure Tear-down Team transports and stores all HOF supplies neatly at the storage location.
- Communicate your volunteer needs to the Volunteer Coordinator; develop an Usher Team:
 - Before the attendees arrive at each session of an event, instruct Ushers to place offering envelopes on each seat in the Sanctuary
 - Before the offering is collected, direct Ushers and the Security Detail to their respective positions/locations
 - Instruct and be present at all times as Ushers collect the offering
 - Direct Ushers to distribute literature/products during sessions
- Collaborate with Security Detail to ensure there is order and protection
 - Arrive early to all events; instruct Security Detail to secure doors
 - Instruct Security Coordinator to develop emergency plans/“just in case”
- Collaborate with the Registration and Product Table Coordinators
- Communicate volunteer needs to the Volunteer Coordinator; develop the “Parking Lot Detail” Team:
 - Direct Parking Lot Detail volunteers to show people where to park and to have a pleasant demeanor
- Communicate volunteer needs to the Volunteer Coordinator; develop the “Custodial Team”:
 - Direct the Custodial volunteers to clean and take out trash in the: bathrooms, sanctuary, lobby, volunteer- and speakers’ break rooms, kitchen
- Confront internal conflict with OT volunteers in a redemptive manner, and on an individual/private basis
- Provide a report highlighting the successes and areas of needed improvement at the annual Joint Board Meeting