



United Methodist Women, national office  
475 Riverside Drive, 15th floor  
New York, NY 10115  
[www.unitedmethodistwomen.org](http://www.unitedmethodistwomen.org)

## Job Description

# OPERATIONS OFFICER

### **About Us:**

United Methodist Women - National Organization is the policy-making body that manages and oversees the programs and projects of United Methodist Women (UMW). We accomplish this by equipping women and girls around the world to be leaders in communities, churches, workplaces, governments, and other organizations and to advocate for the oppressed and dispossessed with special attention to the needs of women and children. UMW builds supportive communities among women; engages in activities that foster growth in the Christian faith, mission education, and Christian social involvement. We work for justice through compassionate service and advocacy to change unfair policies and systems while providing educational experiences that lead to personal change in order to transform the world.

### **Position Summary**

Under general direction from the General Secretary/CEO, the Operations Officer serves as a member of the Senior Leadership Team and is responsible for providing oversight of the day-to-day administrative and operational functions of United Methodist Women. Ensures that all aspects of daily operations and strategic initiatives of United Methodist Women are working in collaboration and coordination with its overall goals and objectives focused on supporting our strategic work through Position, Engage, and Mobilize, and are aligned with the new UMW Branding. Works to identify and institute efficiencies and innovations that will strengthen daily operations. Engages in close collaboration with the Treasurer/CFO and the Transformation Officer. Stays abreast of developments in relevant areas of specialization and implements processes to keep UMW systems up to date.

The Operations Officer recommends, develops, and implements necessary policies and procedures (financial, human resources, operations, program, etc.) to meet UMW's changing needs and best practices. This senior Leadership and officer role supervises the following offices: Operations, Human Resources and Facilities Management, Information Technology (IT), Events Management, Communications, and Program Evaluation/Management consistent with UMW's mission and the strategies and goals as outlined by its board of directors and Leadership.

**Customer:** General Secretary/CEO  
**Hours:** 9:00am – 5:00pm (Monday - Friday)  
**Location:** 475 Riverside Drive, 15th Floor, New York, NY 10115  
(remote/hybrid options will be considered)  
**Travel Required:** Travel outside New York City may be required. Travel outside the United States may be necessary on occasion. Weekend and evening meetings are frequently required.  
**FLSA Status:** F/T Executive Exempt

### **Supervisory Responsibility**

Leads and establishes objectives/provides general direction to areas. Has hiring, discipline and promotion authority. Responsible for conducting performance appraisals and reviewing appraisals completed by others. The following positions are Performers (direct reports) to the Operations Officer:

- Director of Human Resources
- Director of Communications
- Talent and Organizational Development Leader
- Director of Events Management
- Director of Information Technology

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**Essential Job Functions** (other related duties may be assigned):

All functions are subject to possible modification to reasonably accommodate individuals with a disability.

- Work closely with the General Secretary/CEO and Treasurer/CFO to develop and implement the annual operating budget and capital expenditure budget.
- Regularly meets and collaborates with the Treasurer/CFO on the financial standing of UMW.
- Work with the UMW board of directors: present information to the board at meetings, serve on the executive committee, and support other board committees, as necessary.
- Ensure that operational priorities are well-defined and translated into rigorous, executable and measurable plans.
- Establish and direct an annual plan to address facility repairs, renovations, upkeep, and equipment needs. This involves creating processes and systems to better steward sustainability with attention to our Net Zero by 2050 commitment.
- Contribute to the development of strategic organizational goals and objectives.
- Lead annual strategic plan implementation, assuring collaborating with all work areas.
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- Using the values of the organization, develop and promote a high-performance service culture with a focus on quality execution, results and continuous improvement.
- Develop a philosophy for the member experience and operations at UMW that reflects best practices in alignment with organizational vision, mission and values.
- Analyze current operations and implement recommendations for improvement in efficiencies, cost savings and enhancements to the member experience.
- Work in partnership with direct reports to ensure best practices and motivational leadership are present in their functioning areas.
- Work collaboratively to develop and/or improve systems, processes, controls, and procedures that improve the overall efficiency of the organization and insure excellent member service.
- Assume duties assigned by the General Secretary/CEO commensurate with the needs of the Office of the General Secretary and United Methodist Women.
  - Coordinate Assembly team along with Assembly SLT Supervisors
  - Coordinate meetings for the Program Advisory Group and Board of Directors with the Corporate Secretary
  - Work with Identity Team of the Program Advisory Group in relation to UMW's MIR (Membership, Identity, Relationship)
  - Work with Management Teams for special projects
- Works with the Human Resources Director on staffing, policies, and implementation.
  - Support in reviewing employee insurance programs including health, welfare or other employee benefit programs and ensure we have the best and most cost-effective offerings for our staff.
  - Ensure compliance with state and federal regulations in relation to policies, training, staffing and wages.
  - Keep UMW high-performance culture on the forefront of all strategic decisions.
  - Support the continuous evolution of organizational culture where staff feel valued and supported and therefore value and support our membership.
  - Instill a human capital development and “coaching” culture within UMW; upgrade human resources functions including training, development, compensation and benefits, employee relations, performance evaluation and recruiting; as necessary.
  - Lead the performance management process that measures and evaluates progress against goals for the organization.
  - Ensure that emphasis on multicultural diversity, inclusiveness, and the elimination of racism is integral to all procedures and processes.

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- Works with the IT Director on work that supports the agency as well as the implementation of strategic innovation and initiatives.
  - Support director in overseeing the data security of UMW through our information technology policies and practices.
  - Support IT to ensure the organization is equipped with necessary technology to further our mission and support our strategic long and short-term goals.
  - Analyze the current technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and UMW overall.
- Works with the Communications Director to oversee the design and implementation of a system to manage fulfilling requests and the creation of new resources.
  - Lead a strong marketing and communications team, providing the inspirational leadership necessary to develop, mentor and motivate a high performing team.
  - Provide for innovation in strategy, marketing, planning derived from consumer/marketing centric research; apply analytics as well as creative thinking in order to further the UMW brand.
  - Function as the guardian of the brand-clarifying and articulating the distinctive qualities that define UMW in the form of brand architecture to external as well as internal constituencies, across all communication touch points.
  - Lead marketing research and analytics to make informed and strategic decisions.
  - Build marketing best practices, defining and strengthening the role of marketing across UMW and bringing out-of-the-box thinking to identify new integrated marketing direction that brings brand vision to life.
  - Coordinate the preparation of the Annual Report of United Methodist Women and other reports to the Board of Directors as required.
- Works with Director of Events Management to support the work of providing expertise to undergird UMW's virtual and in-person events with attention to evolving needs, technology, capacity and sustainability as well as incorporation of the UMW brand and promoting strong cross agency collaboration.
- Works with Talent and Organizational Development Leader to support the organizational culture, continuing learning, and proficiency in using operations tools across the staff body and focus on priority work connected to implementation of the Strategic Plan.

## Qualifications

### **Education, Experience, and Licensing Requirements:**

- Master's Degree or comparable educational experience with a minimum of five (5) years senior-level management, executive administrative or chief operating officer experience; preferably in a religious nonprofit or community-based organization with a specialized knowledge of nonprofit management.
- Commitment to the mission and purposes of UMW is required and membership in The United Methodist Church is preferred as is familiarity and general knowledge of the operations and processes of The United Methodist Church.
- Proven ability to analyze operational systems, stimulate innovation, remove roadblocks, and enhance productivity of the available resources.
- Demonstrated ability to motivate teams and individuals to analyze systems, design improvements and change behavior.
- Ability to think laterally and work collaboratively across areas of specialization.
- Ability to deliver on time and on budget.

### **Other Desired Competencies:**

- **General Management:** Thorough understanding of finance, systems, and human resources; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing.

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- **Strategic Vision:** Agility-ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.
- **Capacity Building:** Ability to effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly.
- **Leadership and Organization:** exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, and learn the strengths and weaknesses of the team so as to put people in a position to succeed.
- **Action Oriented:** enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to Leadership and take unpopular stands when necessary.

### **Performance Measurement**

Specific measures of satisfactory performance, both objective and subjective, will be developed in consultation with the Human Resources Director and direct supervisor and in harmony with United Methodist Women's mission, cultural principles, and annual Leadership priorities. Participation on special projects and/or events is factored into ongoing peer and management performance feedback.

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