

Operations Coordinator

Full Time



Overview

Reality San Francisco is a community following Jesus, seeking renewal in our city. Birthed in 2010, this non-denominational church has grown and matured over the past decade and now gathers in a permanent location in the heart of the Mission District. With a regular average in-person attendance of 1,000+ at our Sunday services, we continue to hope for and witness God's movement in San Francisco as it is in heaven.

We are seeking a highly organized and detail-oriented **Operations Coordinator** to support our administrative and operational functions as part of our Operations Team. The ideal candidate is a behind-the-scenes facilitator with strong administrative skills, high attention to detail, and a heart for ministry. This person will be reliable, responsive, and hospitable, with a passion for ensuring smooth systems and spaces that support the mission of Reality SF.

Primary Responsibilities

Office & Facility Operations

- Oversee day-to-day office operations to ensure organizational effectiveness and efficiency.
- Manage facility calendar.
- Oversee Sunday coffee operations, including setup, inventory, and volunteer support for brewing and logistics.
- Coordinate with the Facilities Director for custodial services, building vendors, security, and scheduled maintenance.
- Streamline and maintain inventory of facility and hospitality supplies.
- Ensure the kitchen, print room, and meeting spaces are clean, stocked, and in working order.
- Manage external facility rental requests, including scheduling, coordination, and communication with external groups.

Technology & Systems Administration

- Provide first-line support for basic IT needs (Mac OS, printers, Wi-Fi, entry access system).
- Oversee and administer Planning Center Online (PCO), including profiles, forms, lists, workflows, and user permissions.
- Manage security platform (security cameras, entry access, building alarm).
- Track and manage IT asset inventory.
- Liaise with external IT providers for escalated issues.

Visitor & Front Desk Management

- Serve as the first point of contact for guests and general inquiries.
- Greet and assist walk-in visitors in a warm, service-oriented manner.

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- Brew and maintain coffee for weekday reception
- Answer and direct incoming phone calls and respond to the general email inbox (e.g., info@realysf.com).
- Receive and distribute mail, packages, and deliveries.
- Administer visitor access codes and manage front desk hospitality.

Administrative & Financial Support

- Coordinate meeting logistics, take notes, and ensure follow-up tasks are completed.
- Maintain accurate records for HR, Facility, Safety, and IT systems.
- Process physical offerings weekly.
- Submit invoices and receipts for payment.
- Maintain petty cash and prepare expense reports for operational needs.

Ministry & Event Support

- Collaborate with staff and volunteers to support churchwide and ministry-specific initiatives.
- Assist with Sunday and special event operations as needed.

Qualifications

- 2+ years of experience in office administration or operations, preferably within a nonprofit or church setting.
- Strong organizational and planning skills, with the ability to prioritize tasks and manage time effectively.
- Excellent communication and interpersonal skills, with an emphasis on discretion and confidentiality.
- Demonstrated ability to work independently and collaboratively.
- Proficient in Google Workspace; ability to quickly learn new software and systems.
- Must be able to lift and carry up to 50 pounds as needed.

Preferred:

- Experience with Planning Center Online strongly preferred.
- Associate's or Bachelor's degree in Business Administration, Management, or related field preferred.
- Spanish-speaking ability is a plus, as it helps us better serve our diverse community

Compensation & Benefits

- Salary Range: \$55,000 - \$65,000 annually
- Medical & Dental: 100% employer-paid plan
- Paid Time Off
 - Vacation: 10+ days annually (accrues based on length of employment)

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- Sick Leave: 10 days annually
 - 14 Paid Holidays
 - \$1,200/yr Counseling Stipend
 - \$40/month Cell Phone Allowance
 - Laptop and essential software/resources provided
 - Opportunities for spiritual and professional growth
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Schedule & Working Relationships

- **Schedule:** Full Time, In-Person
 - **Monday – Thursday:** 9 AM – 5 PM
 - **Sunday:** 11 AM - 7:30 PM
 - Occasional nights and weekends for special events
 - **Reports To:** Operations Director
 - **Collaborates Closely With:** Facilities Director, and other ministry staff
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How to Apply

Please submit your resume and a cover letter outlining your interest and qualifications for this role to our Operations Director, Jason Swanson, at jason@realitysf.com.